MICHIGAN DEPARTMENT OF COMMUNITY HEALTH

BUREAU OF LABORATORIES

Electronic Test Ordering and Results (ETOR) Training & User Manual

v. 12/04/2013

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Introduction

What is ETOR? What isn't ETOR?

ETOR stands for Electronic Test Ordering and Results system.

ETOR is
- A portal to the State Laboratory Information System for Submitters to enter demographics on specimens being submitted to the MDCH Bureau of Laboratories, and view/download results for samples that have completed testing in the MDCH Laboratory and were submitted via ETOR.
- The ETOR portal provides:
  - A view of sample information
  - Packing slips to expedite receipt at MDCH Laboratory
  - The ability to track the sample as it flows through the MDCH Laboratory
  - The ability to view and download test results (via pdf file) after testing is completed.

ETOR isn't
- involved in HL7 messaging
- designed for the Health Interoperability Exchange programs

The LifeCycle of a Sample in ETOR

A sample submitted via ETOR has a lifecycle as follows.

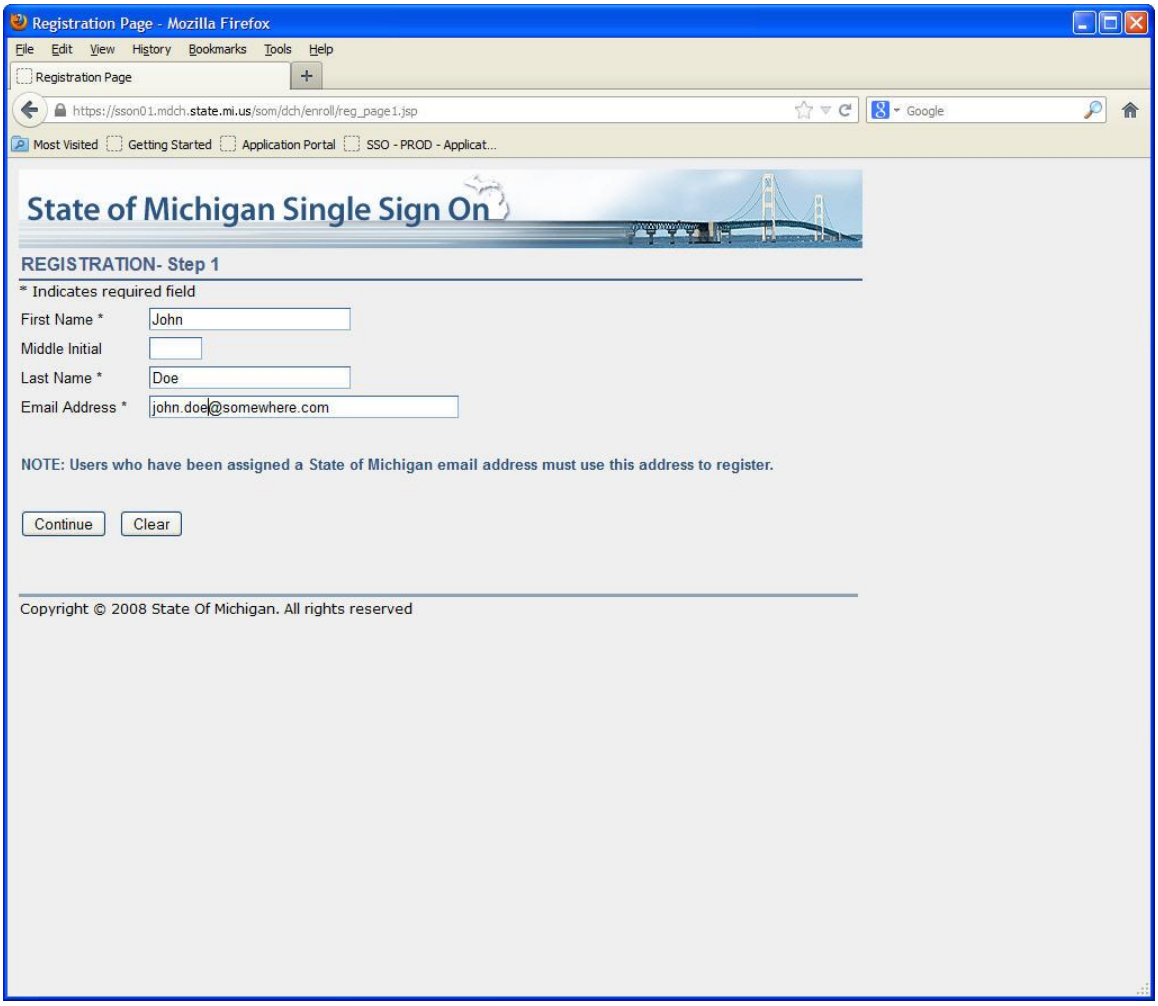
Sample Status:
1. **(NONE)** – Pre-sample data entry. Once it is saved, it will be "IN PROCESS."
2. **IN PROCESS** - Sample(s) are entered into the ETOR portal.
   a. A sample's submission data is saved in ETOR. It will appear on the ETOR Search/Package Screen.
   b. A sample(s) data can be edited within ETOR **until they are packaged.**
3. **SUBMITTED** – Sample(s) have been selected on the ETOR Search/Package Screen, and have been Packaged.
   a. A packing slip will be available for printing to ship to the laboratory with the sample(s). A packing slip can contain one or more specimens.
   b. At this point a sample's data can no longer be edited in ETOR.
4. **SUBMITTED ACK** – The Laboratory's Information Management System (LIMS) has electronically acknowledged and received the information provided for the sample(s) packaged in ETOR.
   a. The package of specimen(s) has not yet been received by the Laboratory, but the LIMS has a copy of the sample(s) information submitted in ETOR.
5. **RECEIVED** – The data entry staff at the MDCH Laboratory have received the package and scanned the barcode on the packing slip. The sample is in the LIMS and is ready to be tested.
6. **COMPLETED** – Testing at the MDCH Laboratory has been completed and the final result is viewable and downloadable via the ETOR Search/Package Screen.

Setting Up Your State of Michigan Single Sign On Account

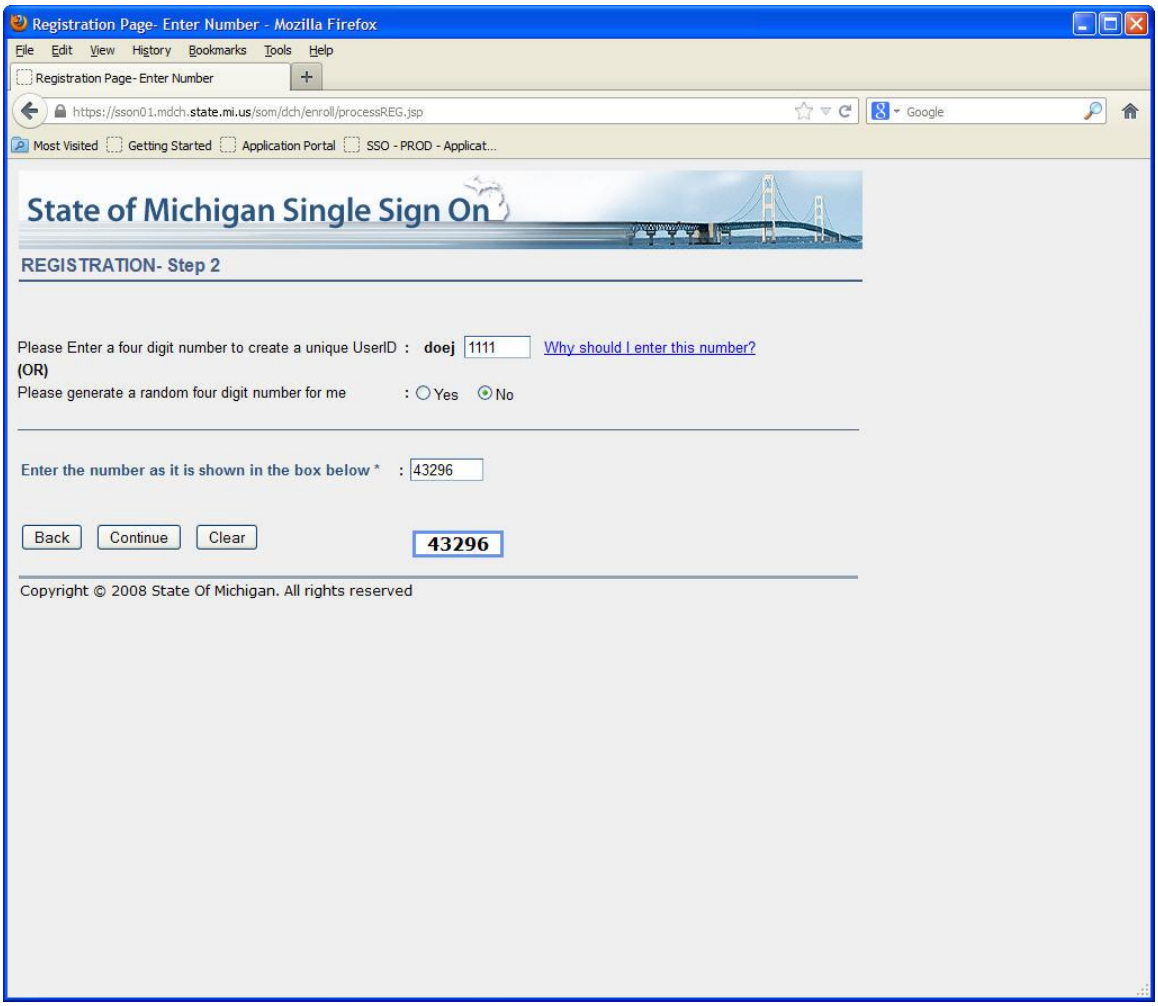
If your facility already has a Single Sign On account, use your current log-in and skip to "Requesting Access to ETOR" below.

If your facility does not already have a Single Sign On account, navigate to the following URL- https://sso.state.mi.us/som/dch-portal/dch-portal

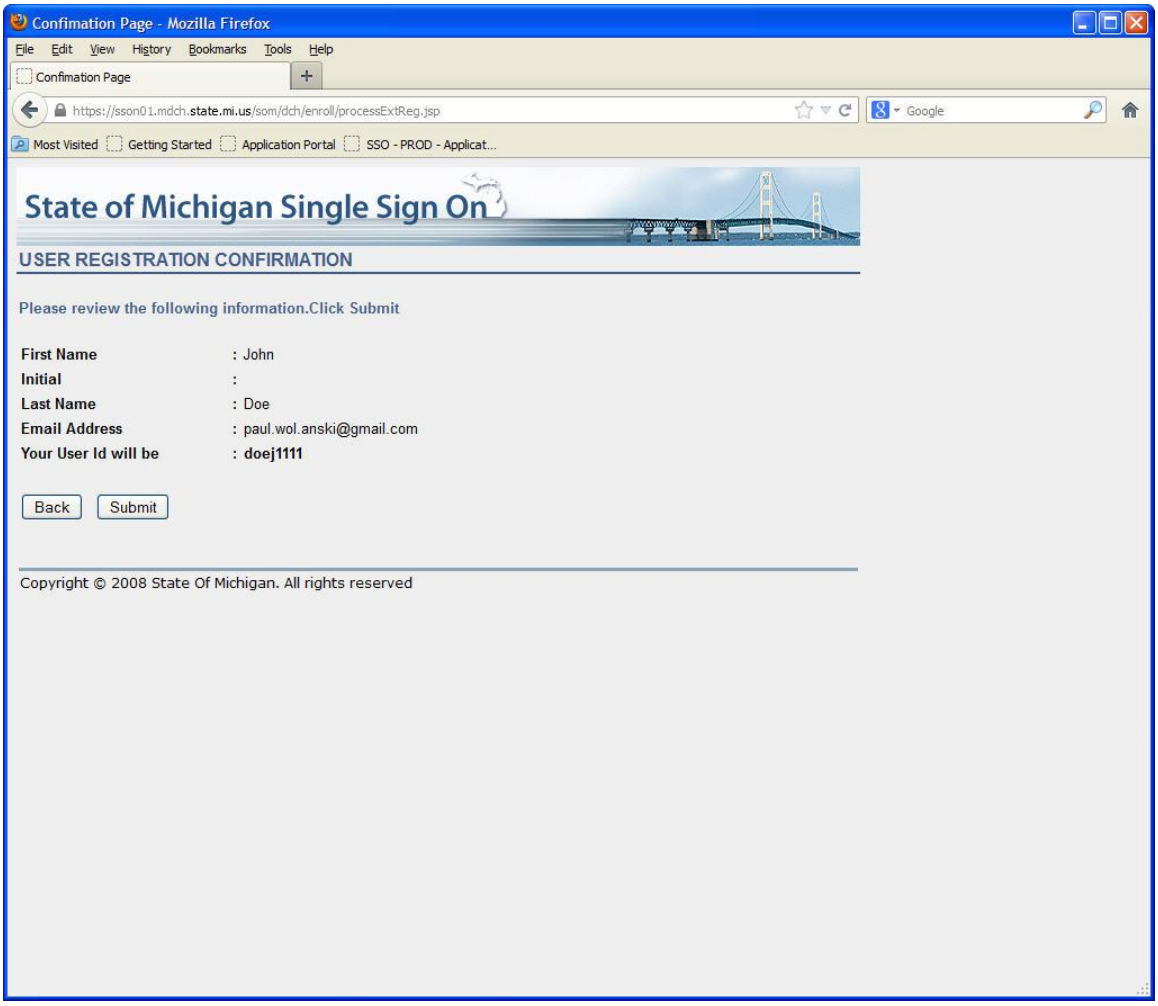
1. Click the "Register" button.
2. Fill out the form. Be certain your email address is correct.



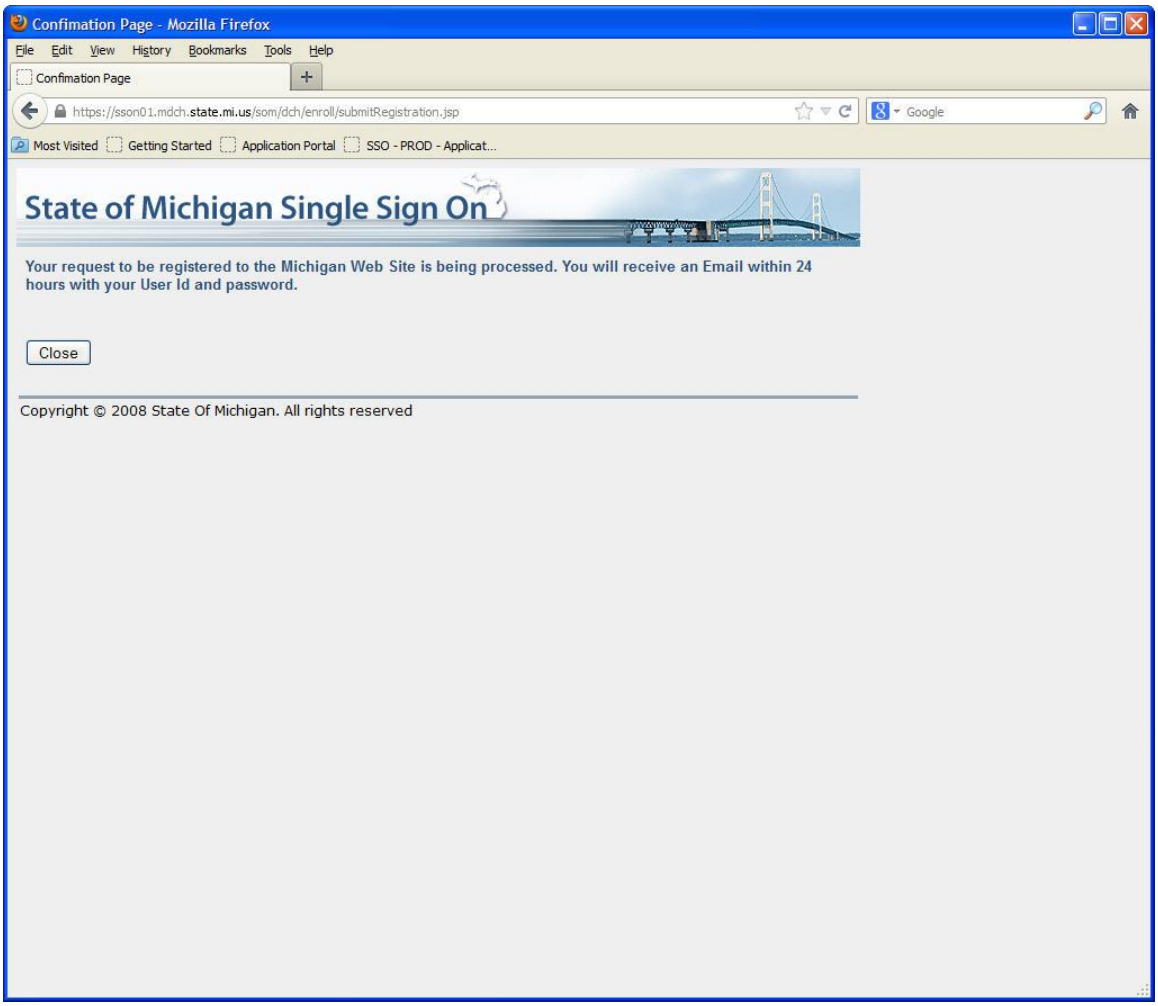
3. Select a four digit number to create your unique UserID and enter the number in the box on the form.



4. Review your information. If incorrect, go back to edit. Otherwise click “Submit.”



5. You have now applied for a Single Sign On account. After approval, you will need to request access to the ETOR application link.



6. Once approved, follow the “All Other Application Users click here to login” link.

New UserId Information from State of Michigan Single Sign ON

Inbox x

SSO_TESTAdministrator@michigan.gov 11:04 AM (3 minutes ago)

to me

Michigan Business OneStop Users click here to login

All Other Application Users click here to login

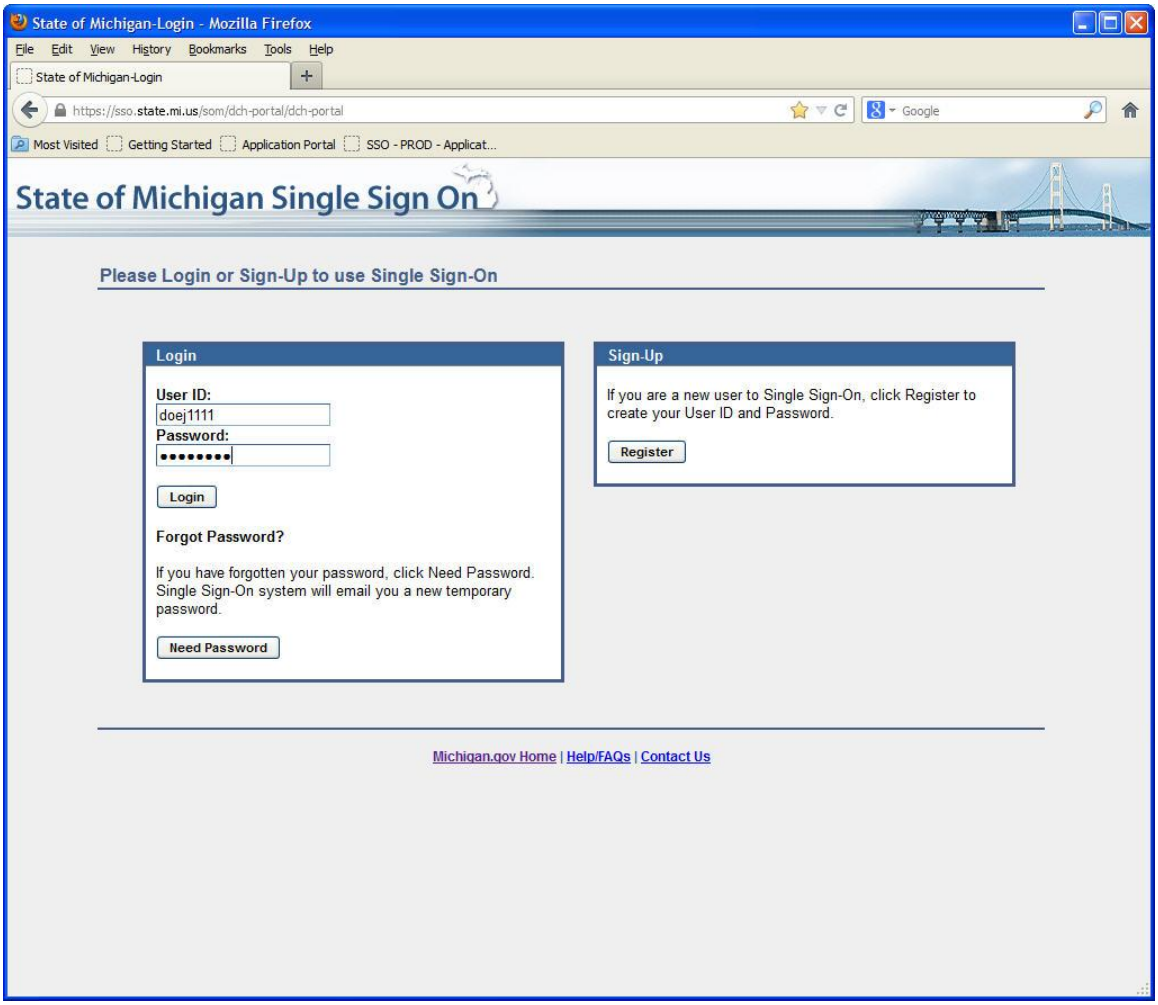
The following new UserId has been created for you:

Owner Name:	John Doe
User Id:	doej1111
Password:	7k0gfyfw
Time of service provision:	Mar 22, 2013 11:04:55 EDT

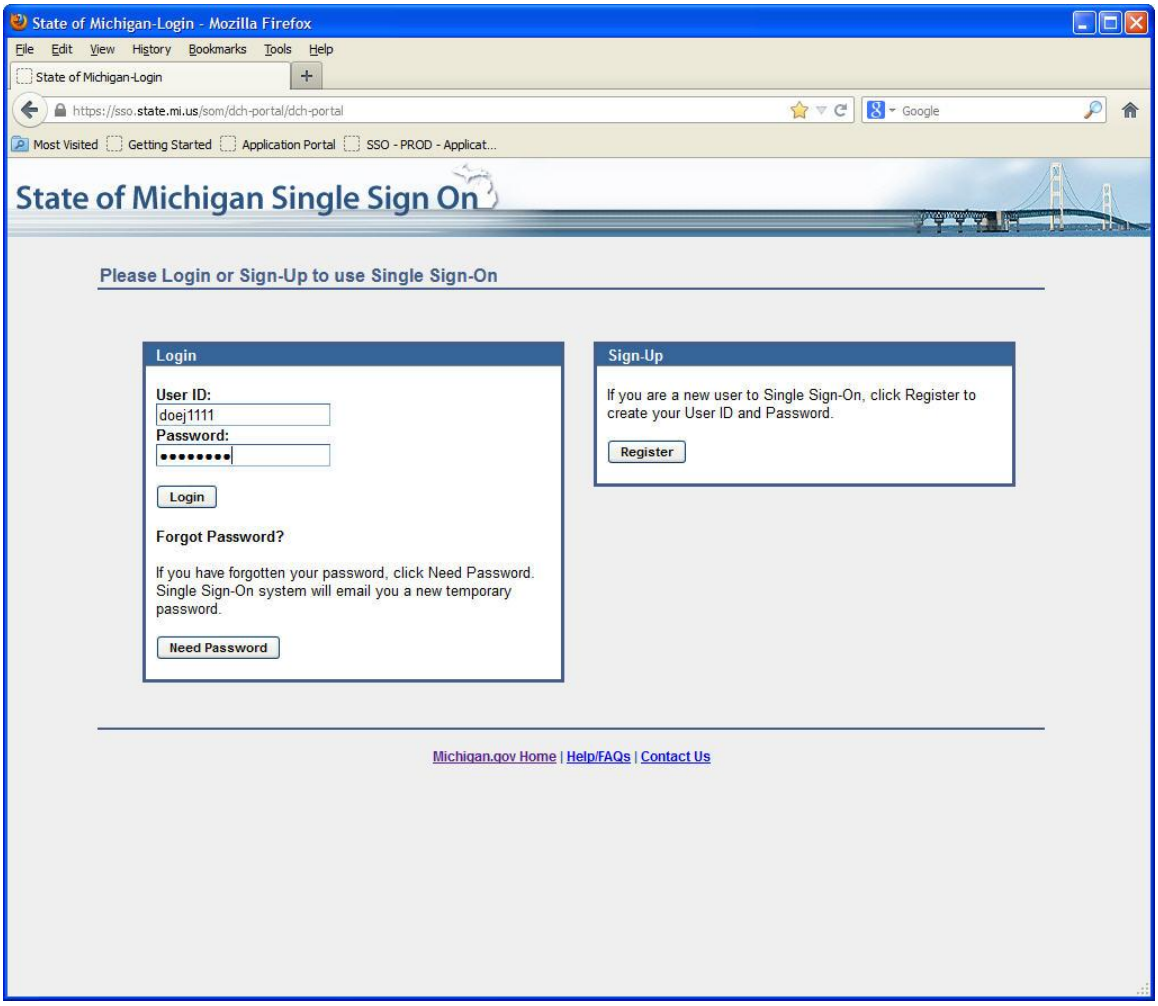
If you are a new Single Sign On account user and have any problems accessing your account, please contact the State of Michigan's Client Service Center at 241-9700 or 1-800-968-2644.

Michigan Business One Stop clients only - If you have any problems accessing your One Stop account please contact the Customer Assistance Center at 877-766-1779.

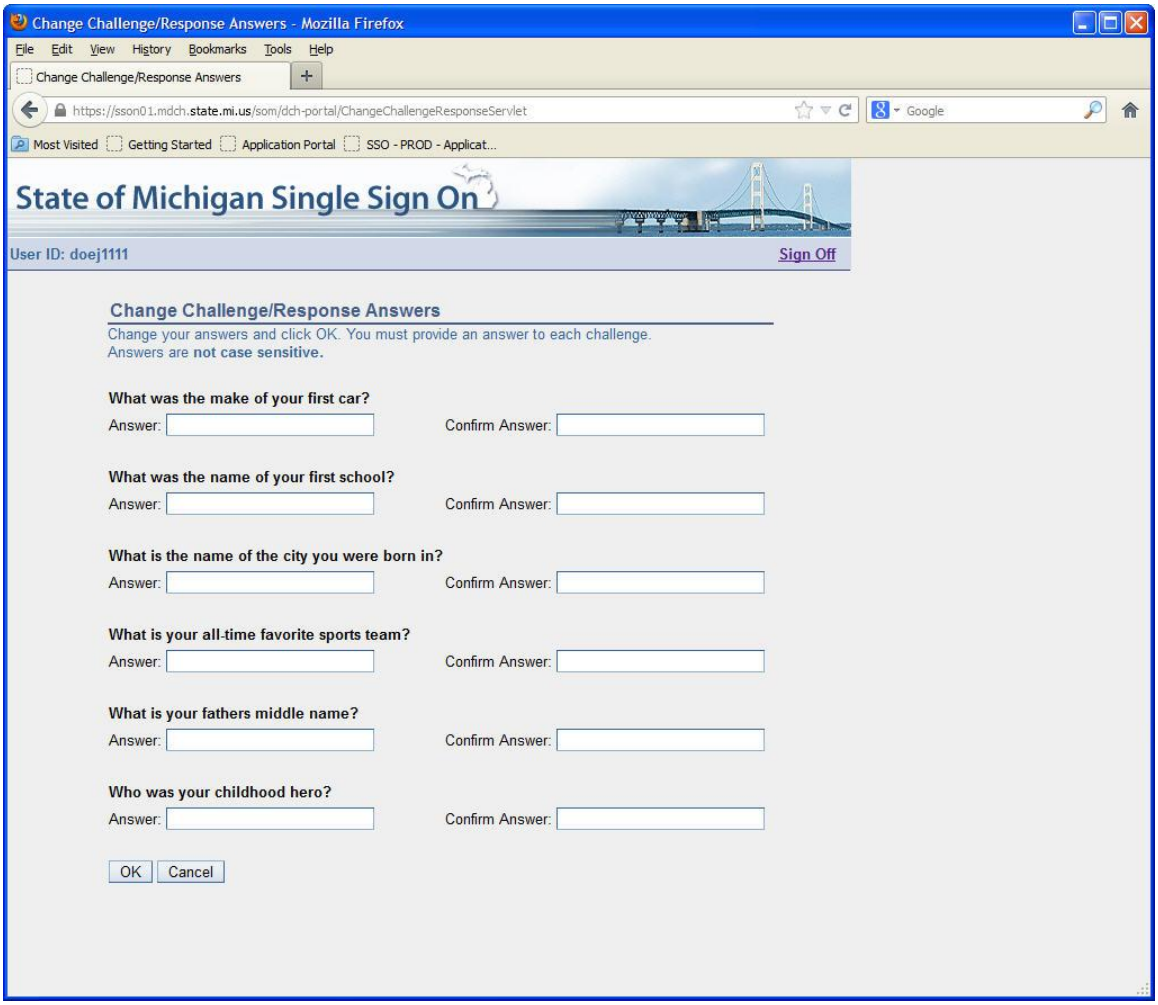
7. Login with your username and temporary password.



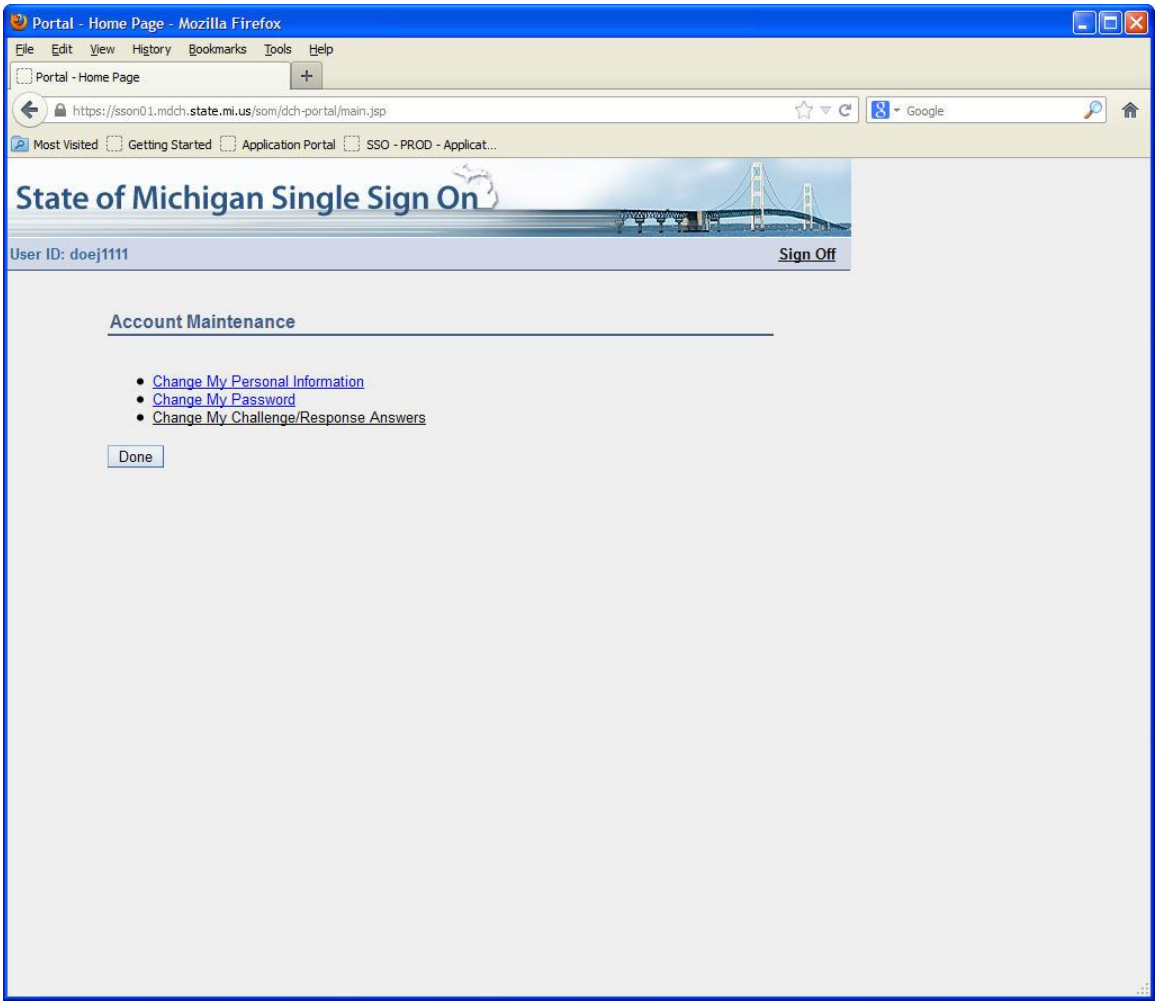
8. Change your password using the Single Sign On password rules.



9. Enter your answers to the security questions.

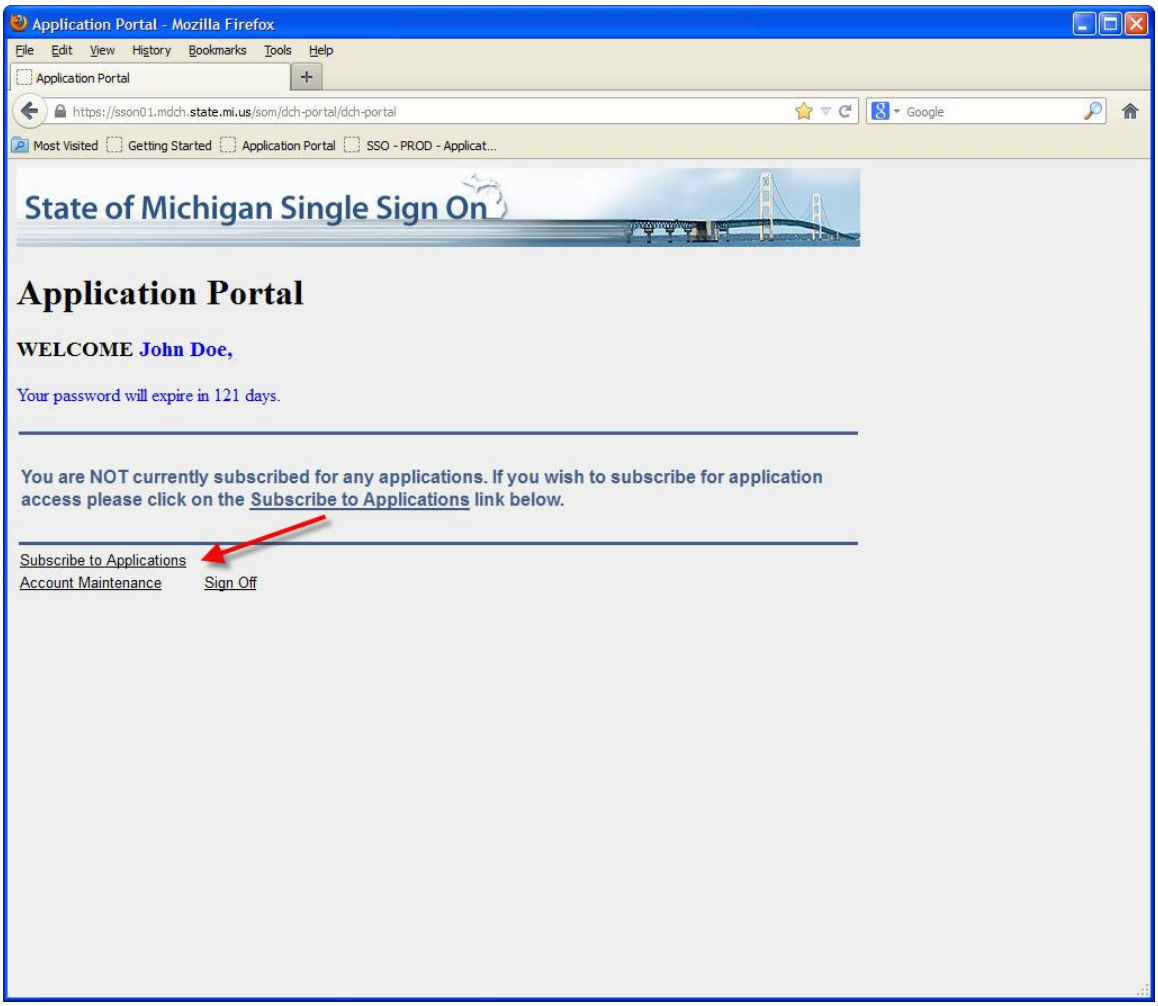


10. Click “Done.”

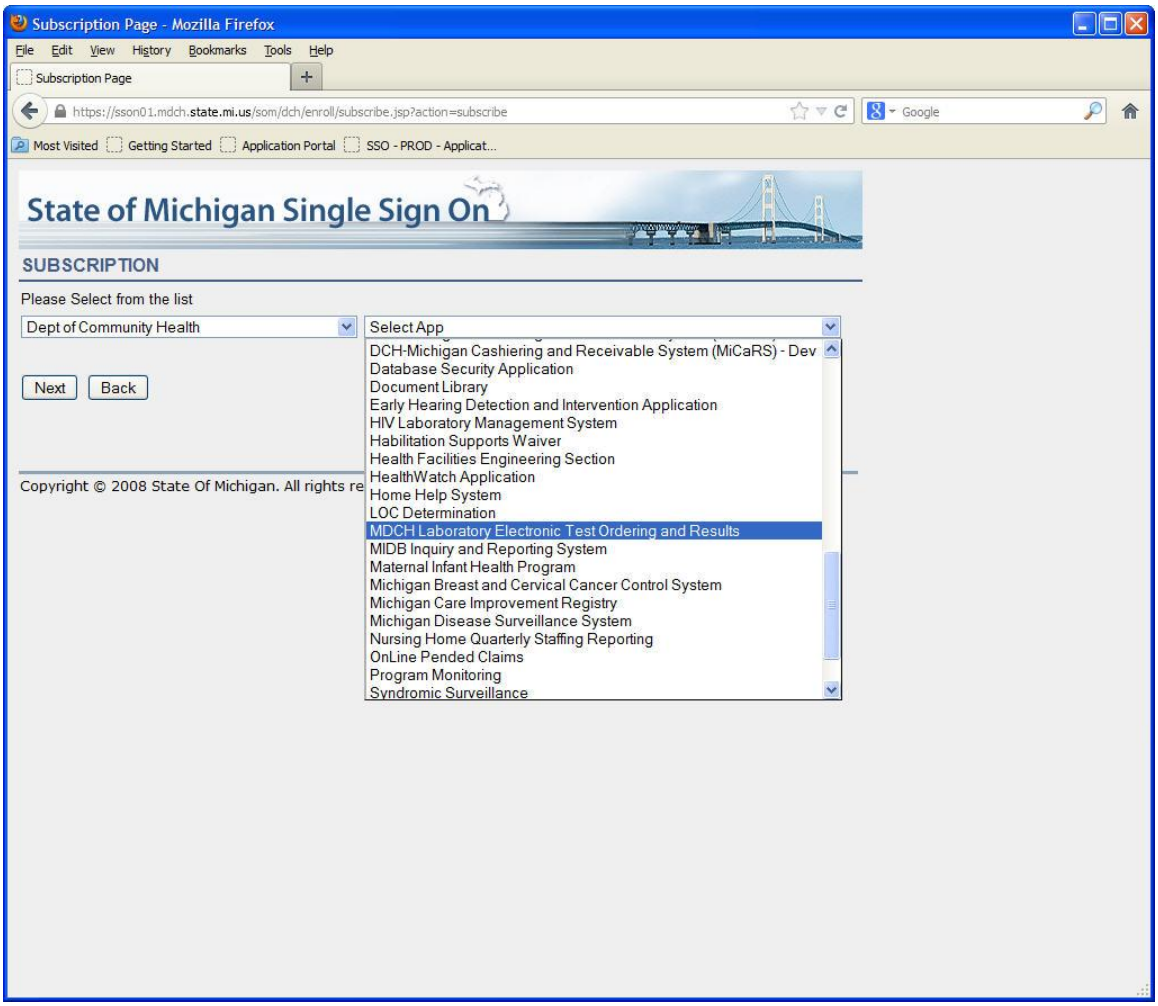


Requesting Access to ETOR

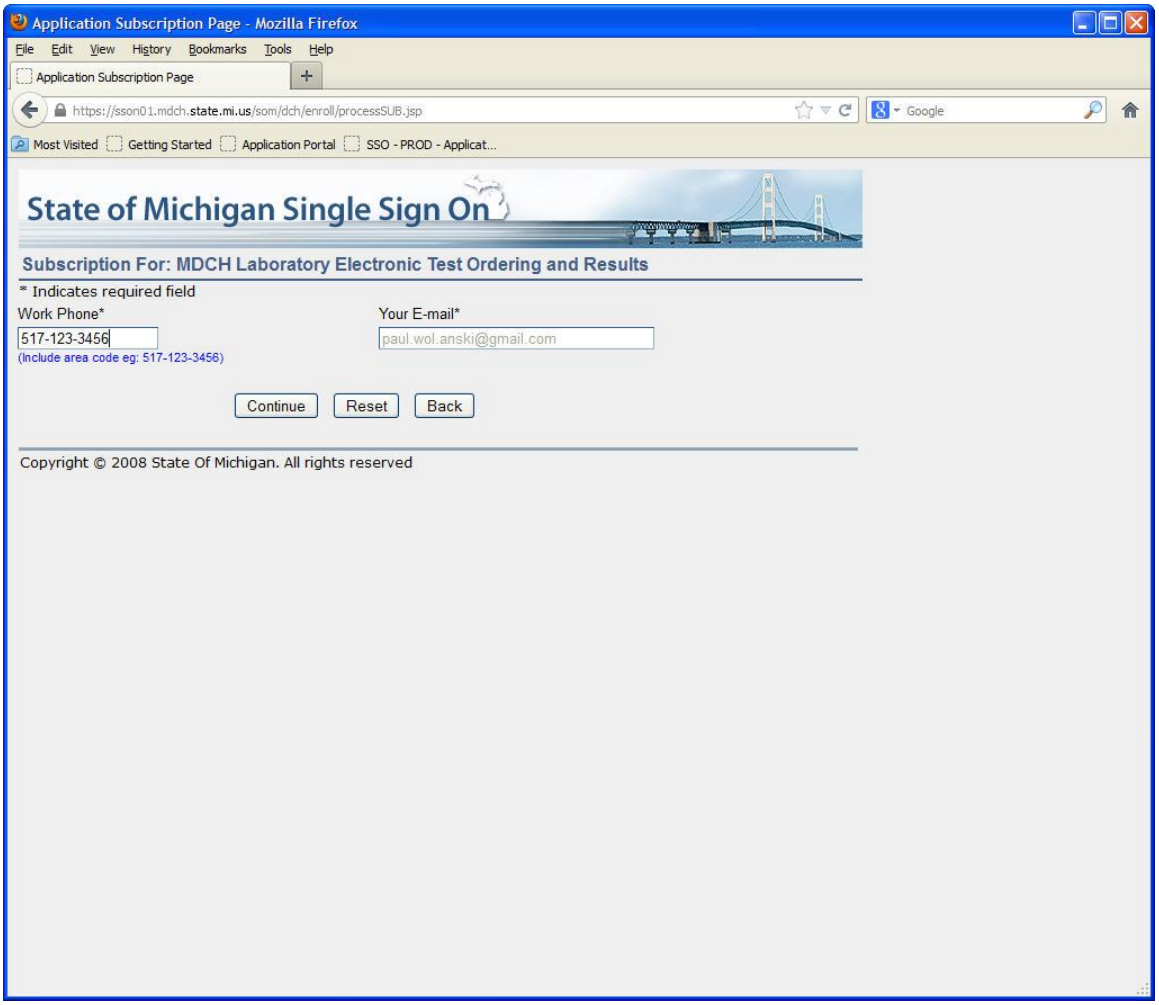
1. Log into the Michigan Single Sign On application.
2. To subscribe to the MDCH Laboratory ETOR application, click on the "Subscribe to Applications" link.



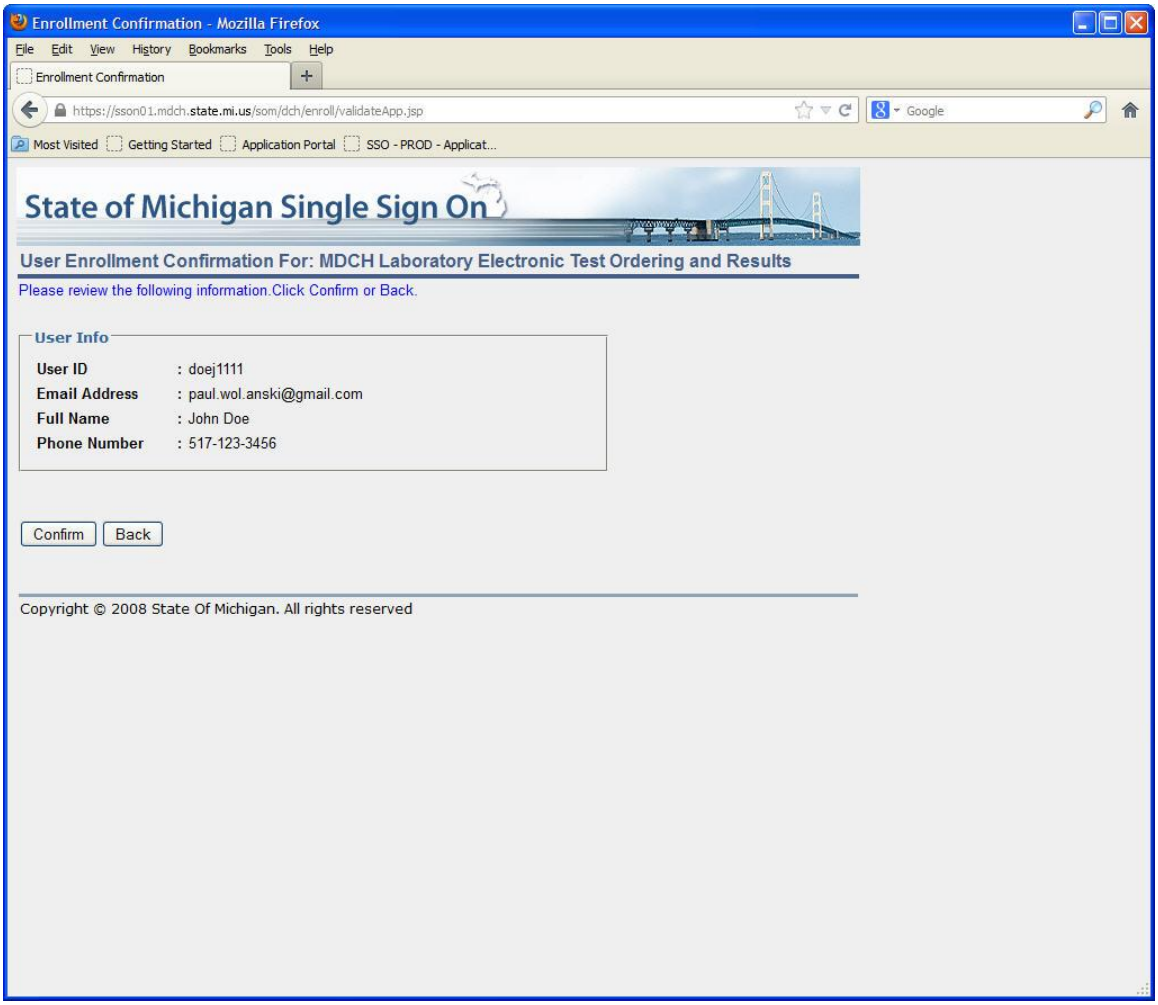
3. Select the “Dept of Community Health” from the drop down list and “MDCH Laboratory Electronic Test Ordering and Results” from the “Select App” drop down.



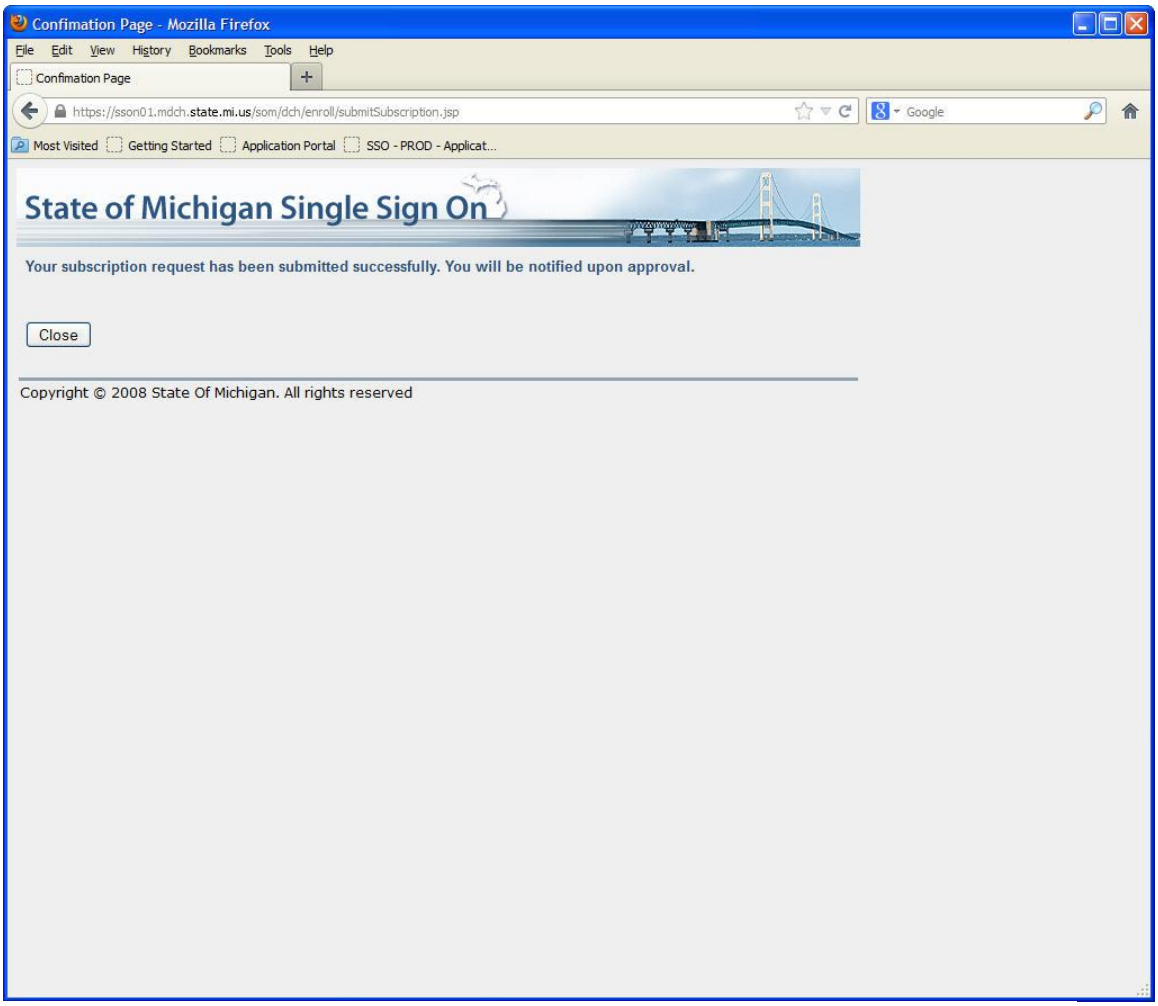
4. Enter a work phone number to be used if the MDCH Laboratory needs to confirm your approval for ETOR. The email that you used to create a SSO account will be automatically populated into the email box.



5. Confirm your information.

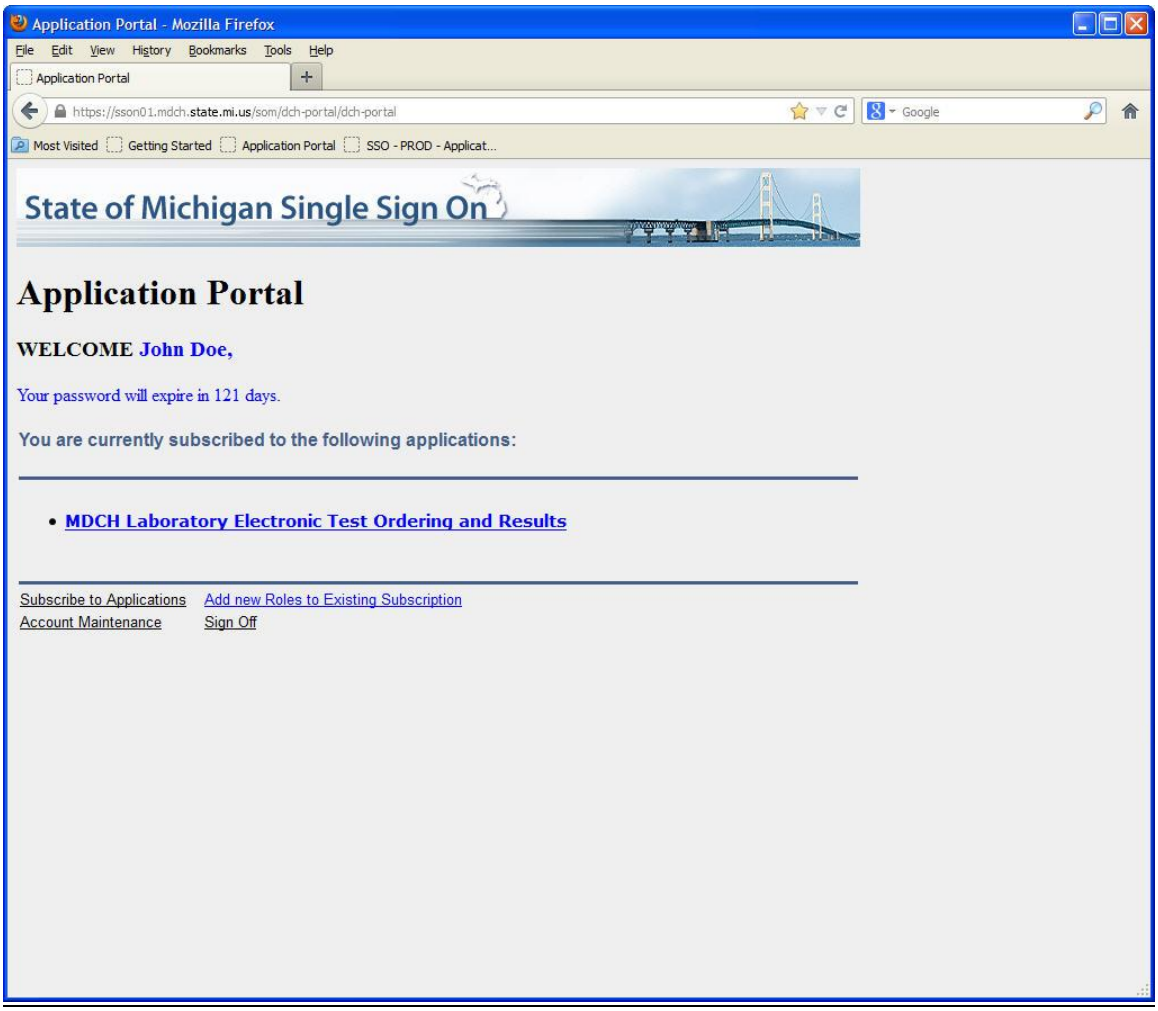


6. You are now subscribed and will be able to see the ETOR link on the Single Sign On page. Next you will need to request approval in the ETOR portal to begin logging in samples.



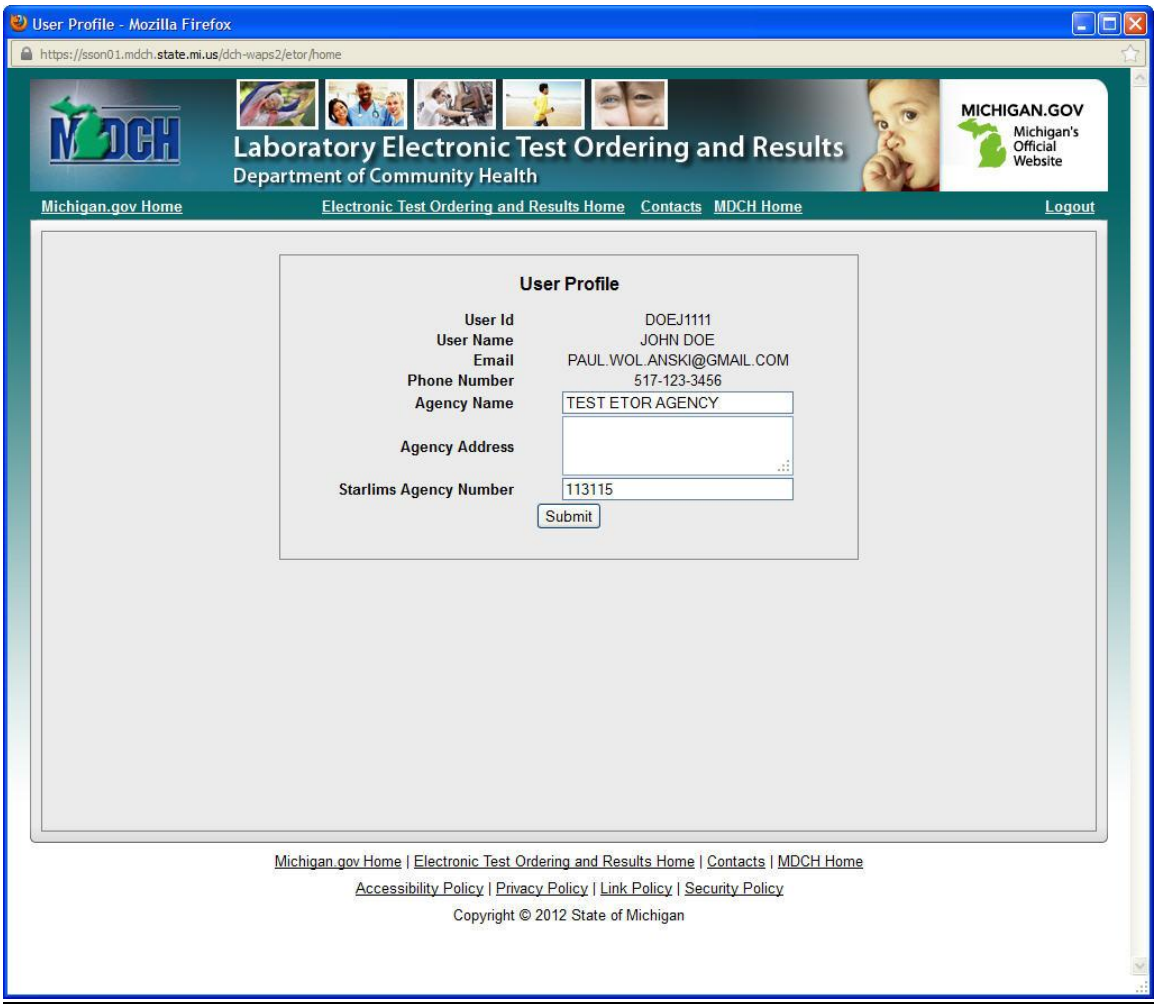
Sign Up for ETOR Application For Specimen Data Entry

1. Sign on to your Single Sign On account.
2. Click on the "MDCH Laboratory Electronic Test Ordering and Results" link to begin.

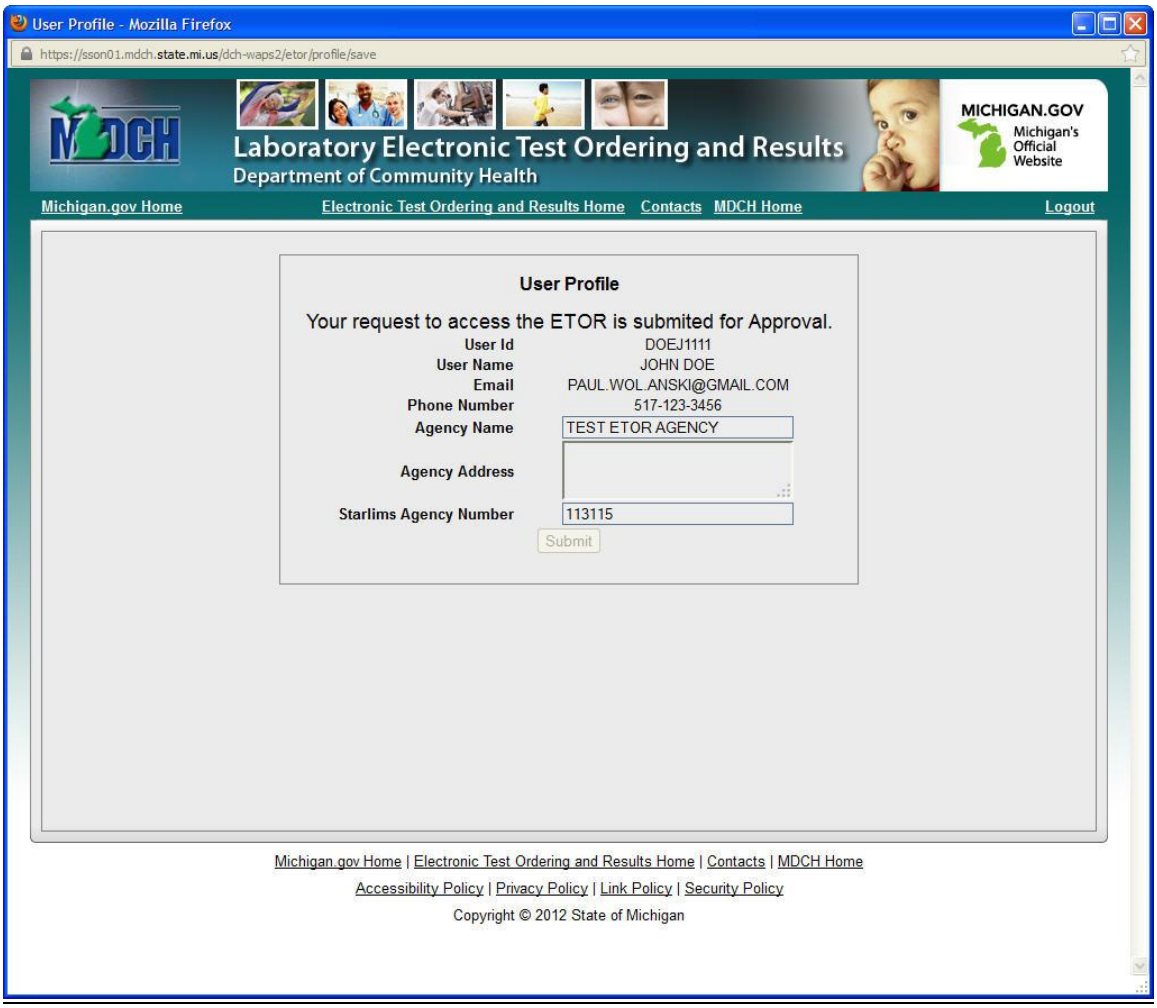


3. Accept the MDCH Systems Use agreement.

4. Enter your Submitter Agency information. If you don't know your StarLIMS agency number, contact the Data and Specimen Handling Unit via fax (517-335-9871) on your agency letterhead and request your agency's "Submitter ID." This will help expedite your user approval.



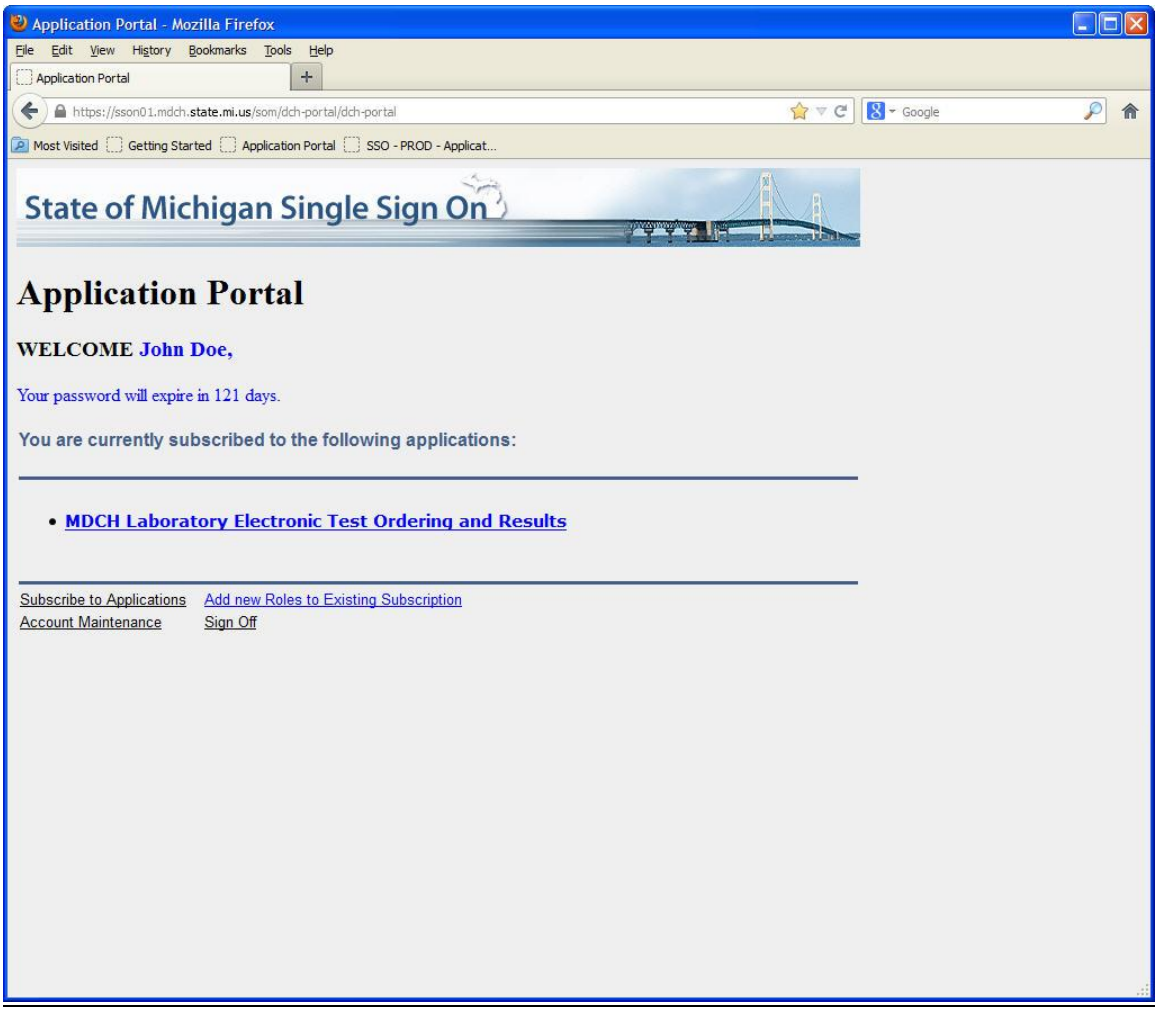
5. Verify your information is correct.



6. Once your application is approved, you will get a confirmatory email like the one below. It may take a few business days for the MDCH Laboratory to approve your ETOR use. Your application may be rejected if the MDCH Laboratory cannot confirm which facility you are requesting access to or if your facility does not verify your employment and need for access.

Logging Into ETOR

1. Log into your State of Michigan Single Sign On account and click on the "MDCH Laboratory Electronic Test Ordering and Results" link.



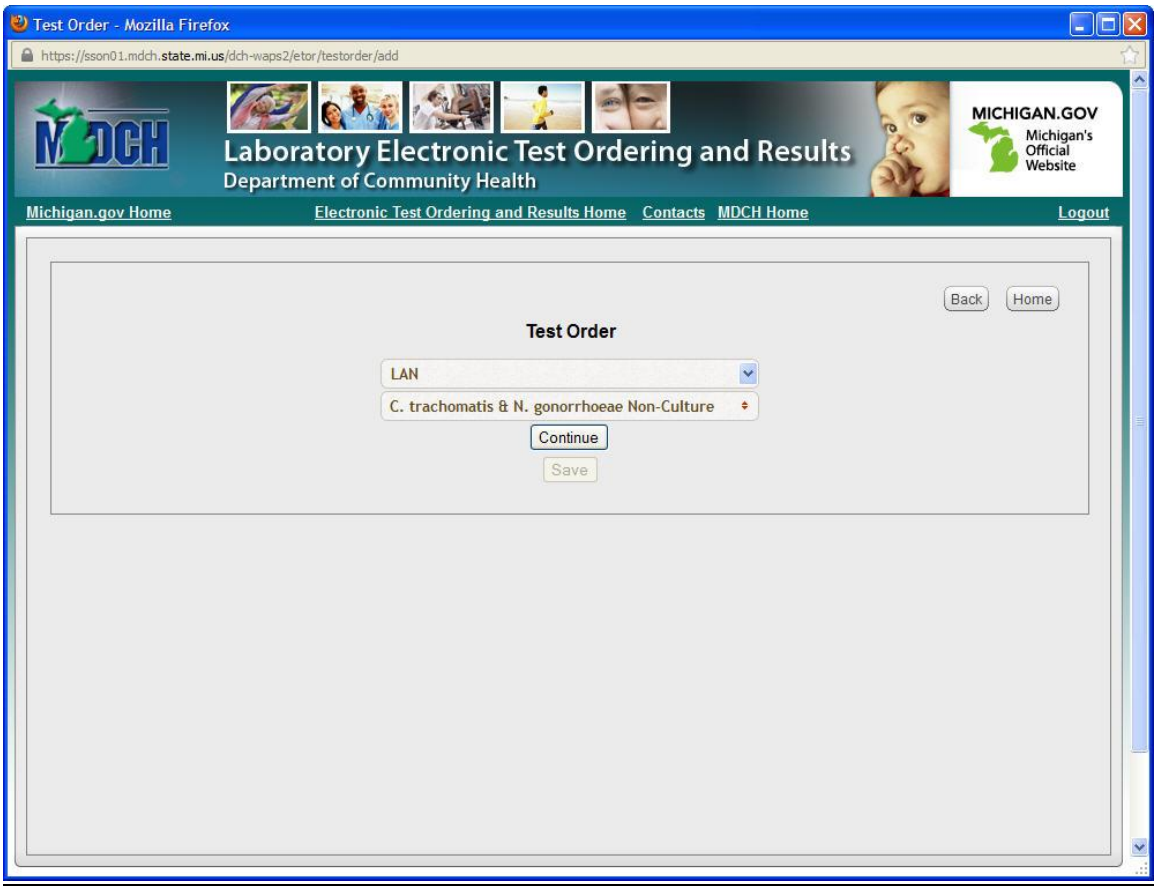
2. Accept the MDCH Systems Use Agreement.

3. ETOR Main Menu.

There are two options on this screen. One enables tests to be ordered on new specimens and the other allows a search for previously entered orders or allows previously entered specimens to be packaged for shipping.

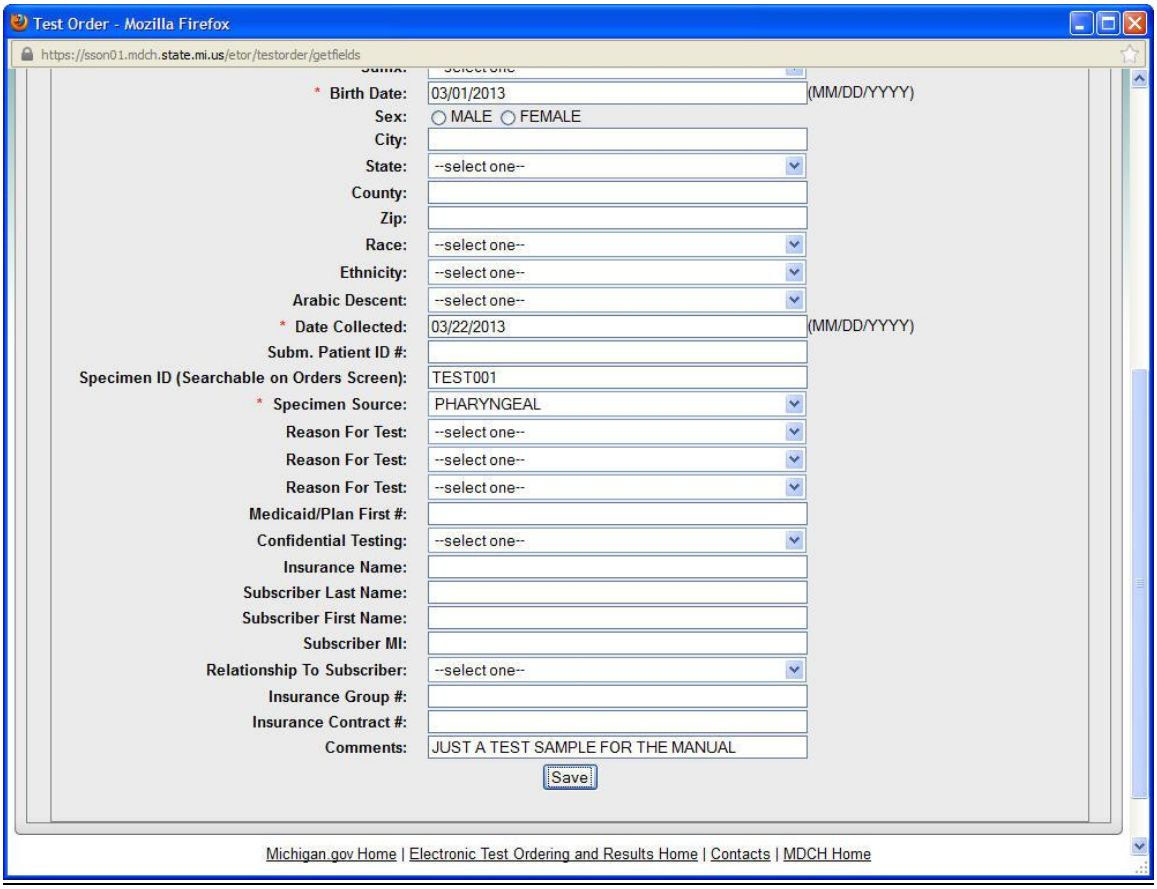
Data Entry for New Samples

1. Click the "Add New Test Order' button.
2. Select the Laboratory you intend to send the specimen to and the test(s) you are requesting for that sample. You may select multiple tests, but only one Laboratory. Click "Continue" to view the Test Order / Data entry screen.

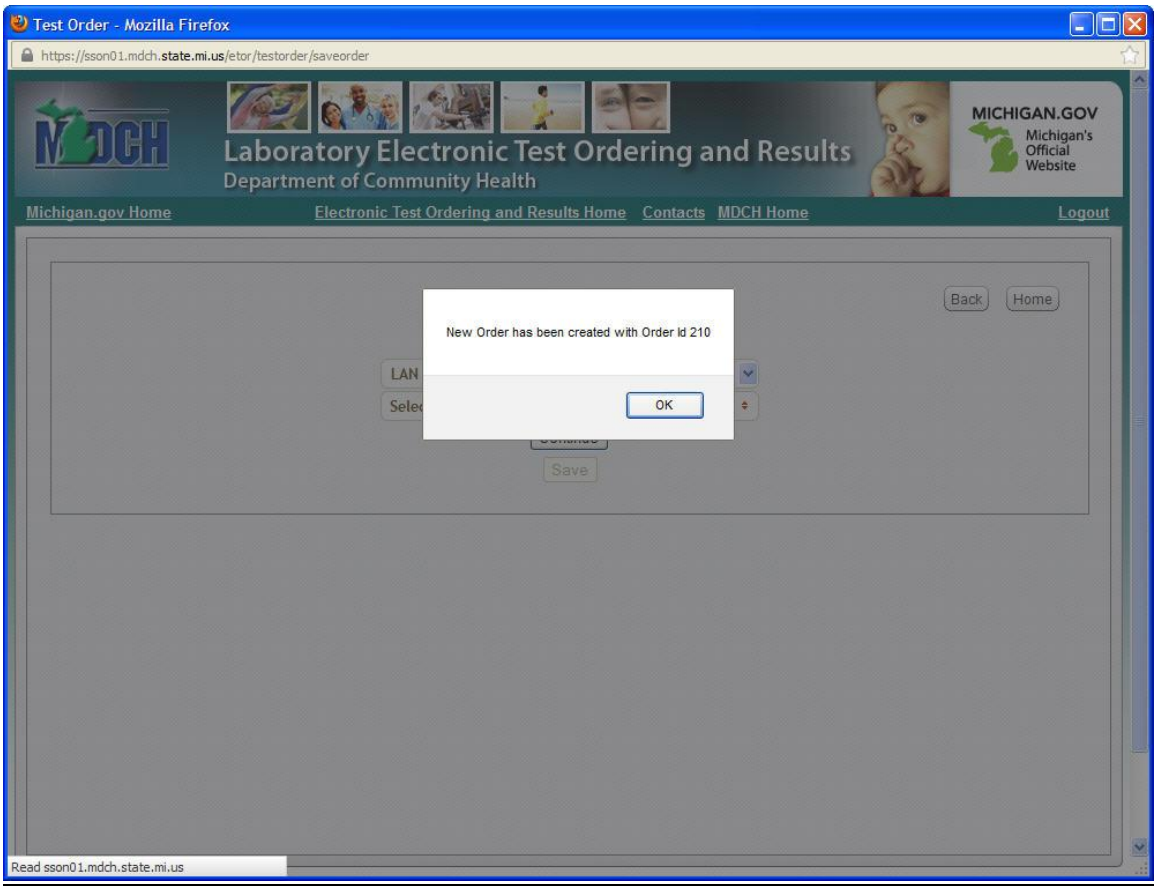


3. Fill in the on-line form as completely as possible.

4. Required fields are marked with a red asterisk, and the sample cannot be saved until all required fields are filled in. The “Specimen ID” field is used for as an ETOR searchable identifier to quickly locate this sample in the system. Anything placed in the “Comments” field are visible to the MDCH Laboratory Data Entry Staff.

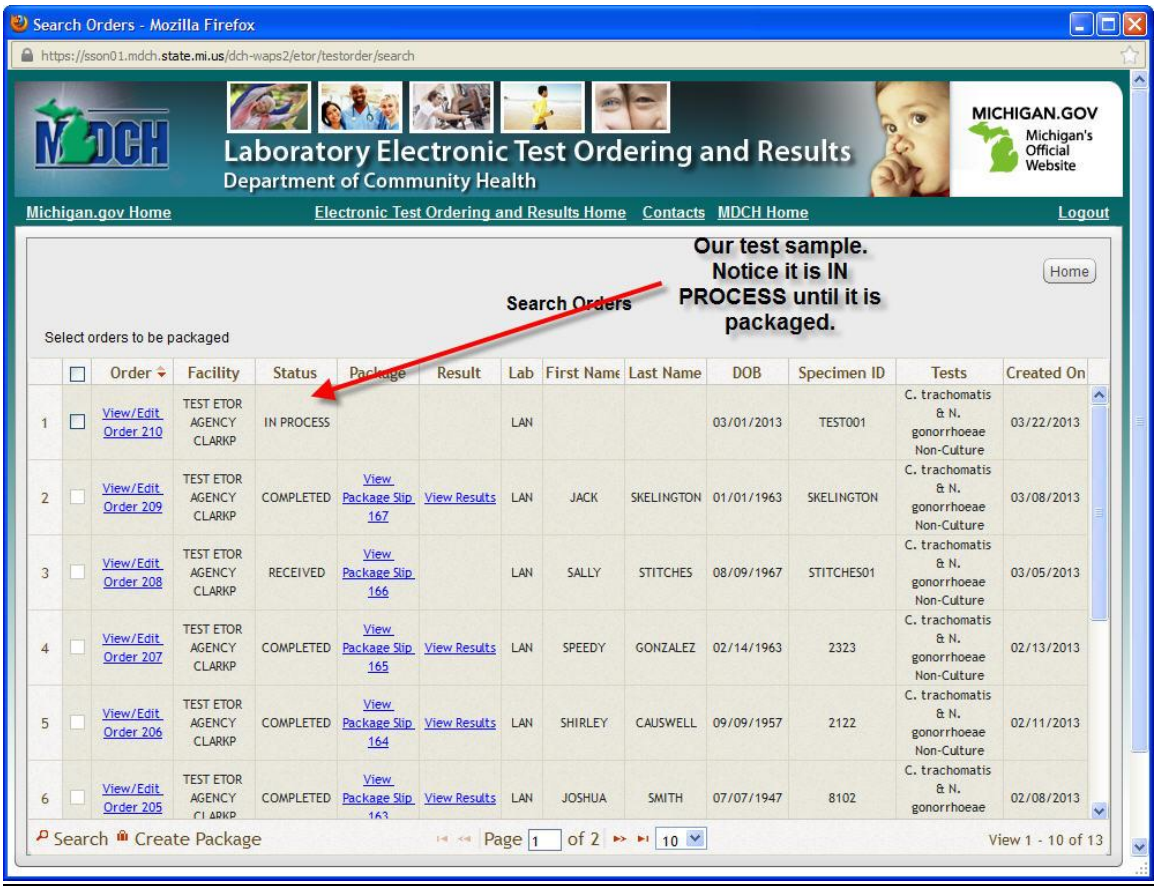


5. Each sample will receive a unique “Order ID.”



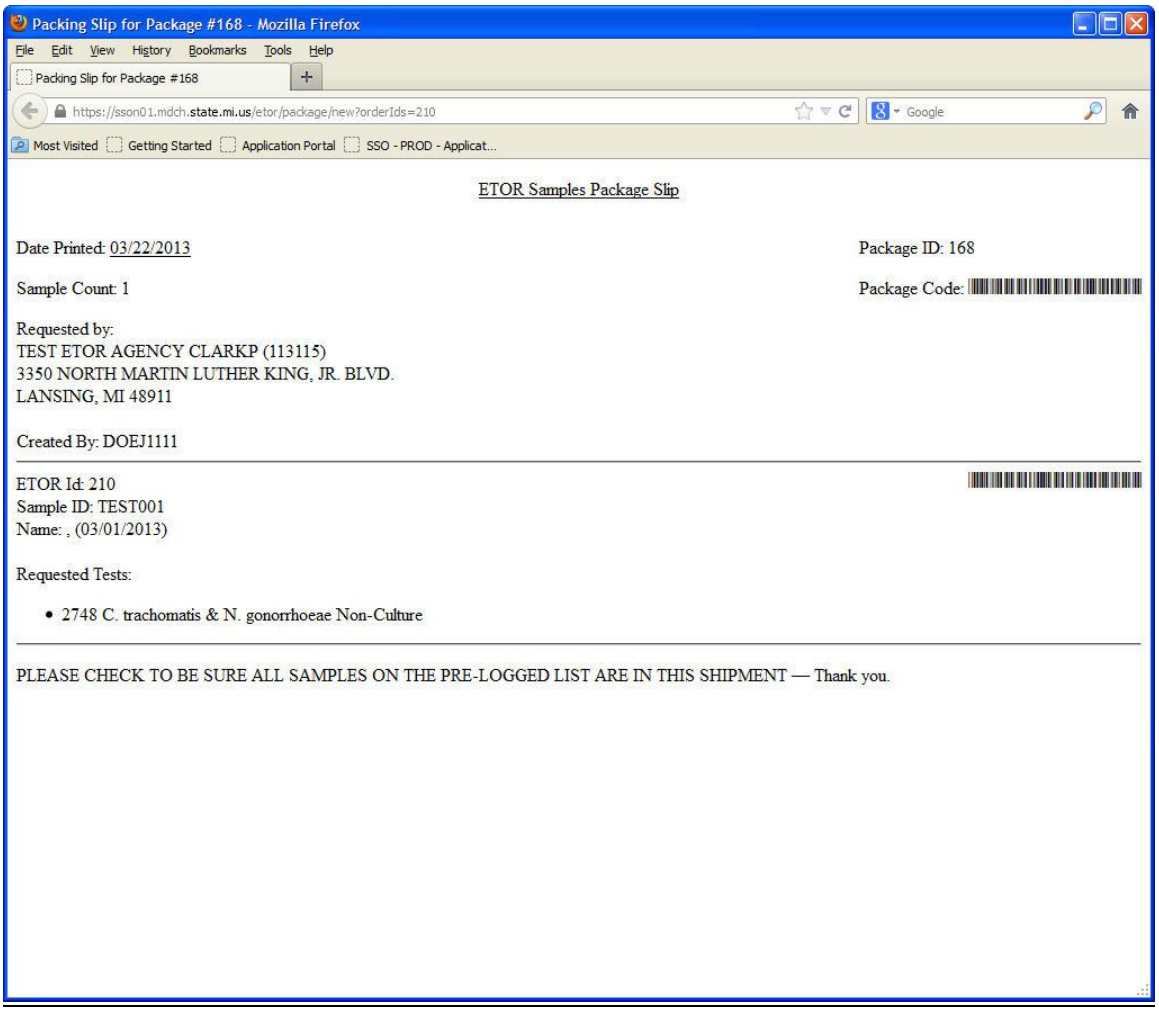
Packaging and Submitting Samples

1. In the view/edit package screen all orders for your agency can be located. The "Status" field indicates the status of each sample: None, In Process, Submitted, Submitted ACK, Received, and Completed. (For a review of what each status indicates, see the section titled **The LifeCycle of a Sample in ETOR** of this manual.)
2. In this example, the sample hasn't yet been packaged as indicated by the STATUS indicator "In Process."

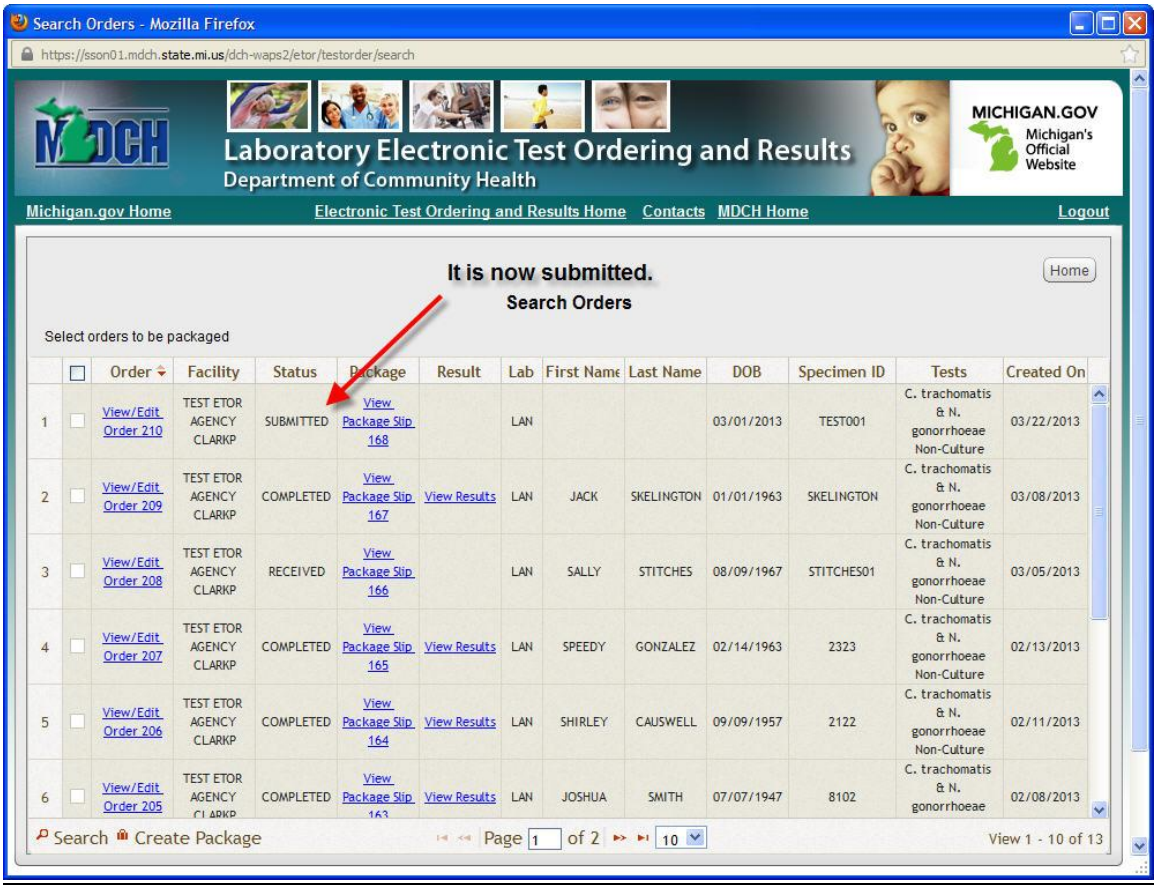


		Order	Facility	Status	Package	Result	Lab	First Name	Last Name	DOB	Specimen ID	Tests	Created On
1		View/Edit Order 210	TEST ETOR AGENCY CLARKP	IN PROCESS			LAN			03/01/2013	TEST001	C. trachomatis & N. gonorrhoeae Non-Culture	03/22/2013
2		View/Edit Order 209	TEST ETOR AGENCY CLARKP	COMPLETED	View Package Slip 167	View Results	LAN	JACK	SKELINGTON	01/01/1963	SKELINGTON	C. trachomatis & N. gonorrhoeae Non-Culture	03/08/2013
3		View/Edit Order 208	TEST ETOR AGENCY CLARKP	RECEIVED	View Package Slip 166		LAN	SALLY	STITCHES	08/09/1967	STITCHES01	C. trachomatis & N. gonorrhoeae Non-Culture	03/05/2013
4		View/Edit Order 207	TEST ETOR AGENCY CLARKP	COMPLETED	View Package Slip 165	View Results	LAN	SPEEDY	GONZALEZ	02/14/1963	2323	C. trachomatis & N. gonorrhoeae Non-Culture	02/13/2013
5		View/Edit Order 206	TEST ETOR AGENCY CLARKP	COMPLETED	View Package Slip 164	View Results	LAN	SHIRLEY	CAUSWELL	09/09/1957	2122	C. trachomatis & N. gonorrhoeae Non-Culture	02/11/2013
6		View/Edit Order 205	TEST ETOR AGENCY CLARKP	COMPLETED	View Package Slip 163	View Results	LAN	JOSHUA	SMITH	07/07/1947	8102	C. trachomatis & N. gonorrhoeae	02/08/2013

3. To package it, simply check the box to the left of all samples to be packaged and click "Create Package." This will create a package identifier, and pop up a printable form.
4. Example of the printable package slip:



5. Going back to the view/edit package screen, note that the specimen status has changed to "Submitted," indicating it's ready to mail to the MDCH Laboratory. Please remember to print and include the above packing slip in each box of samples being submitted to the Laboratory for testing. For more information on packaging and submitting samples, see the **Search/Package Screen** section of this manual.



		Order	Facility	Status	Package	Result	Lab	First Name	Last Name	DOB	Specimen ID	Tests	Created On
1		View/Edit Order 210	TEST ETOR AGENCY CLARKP	SUBMITTED	View Package Slip 168		LAN			03/01/2013	TEST001	C. trachomatis & N. gonorrhoeae Non-Culture	03/22/2013
2		View/Edit Order 209	TEST ETOR AGENCY CLARKP	COMPLETED	View Package Slip 167	View Results	LAN	JACK	SKELINGTON	01/01/1963	SKELINGTON	C. trachomatis & N. gonorrhoeae Non-Culture	03/08/2013
3		View/Edit Order 208	TEST ETOR AGENCY CLARKP	RECEIVED	View Package Slip 166		LAN	SALLY	STITCHES	08/09/1967	STITCHES01	C. trachomatis & N. gonorrhoeae Non-Culture	03/05/2013
4		View/Edit Order 207	TEST ETOR AGENCY CLARKP	COMPLETED	View Package Slip 165	View Results	LAN	SPEEDY	GONZALEZ	02/14/1963	2323	C. trachomatis & N. gonorrhoeae Non-Culture	02/13/2013
5		View/Edit Order 206	TEST ETOR AGENCY CLARKP	COMPLETED	View Package Slip 164	View Results	LAN	SHIRLEY	CAUSWELL	09/09/1957	2122	C. trachomatis & N. gonorrhoeae Non-Culture	02/11/2013
6		View/Edit Order 205	TEST ETOR AGENCY CLARKP	COMPLETED	View Package Slip 163	View Results	LAN	JOSHUA	SMITH	07/07/1947	8102	C. trachomatis & N. gonorrhoeae	02/08/2013

Multiple Clinic Mary

"Multiple Clinic Mary" describes the situation of a nurse who works at two clinics. At each clinic the nurse, Mary, is not allowed to see confidential HIPAA data from the other clinic. The web application tracks which sites a user is logging in from. When "Mary" logs on at one site, the system first uses IP addresses to determine which site Mary is logging on from. It then checks to ensure that Mary is authorized to work at that site. Once Mary logs in, she can see only patient data from her current site. In this situation, Mary will need to have multiple logins/passwords, one for each site.

Navigation Bar

The navigation bar is present on all screens *except* the login page. The navigation bar gives basic links, such as:

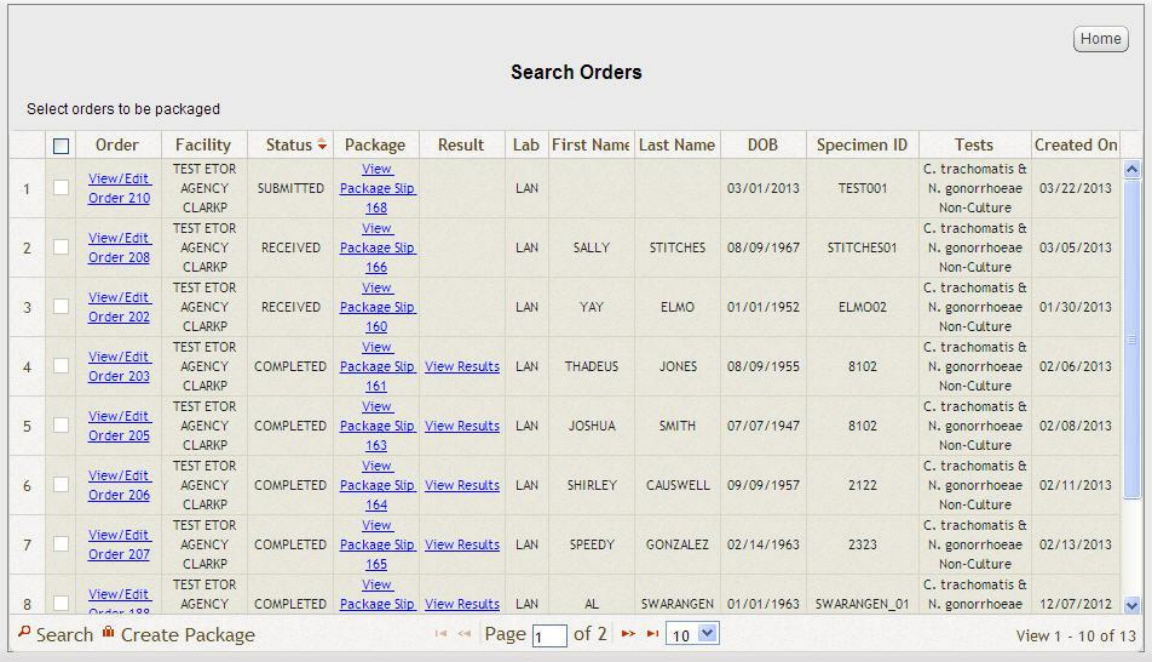
- The Michigan.gov home page
- ETOR home screen / main menu
- Contacting ETOR Administrators
- MDCH Home Screen
- Log out

Search/Package Screen

From this page, a user can see all the tests that were entered, their status, whether they were packaged / submitted to the lab, and the final result if testing has been completed by the laboratory.

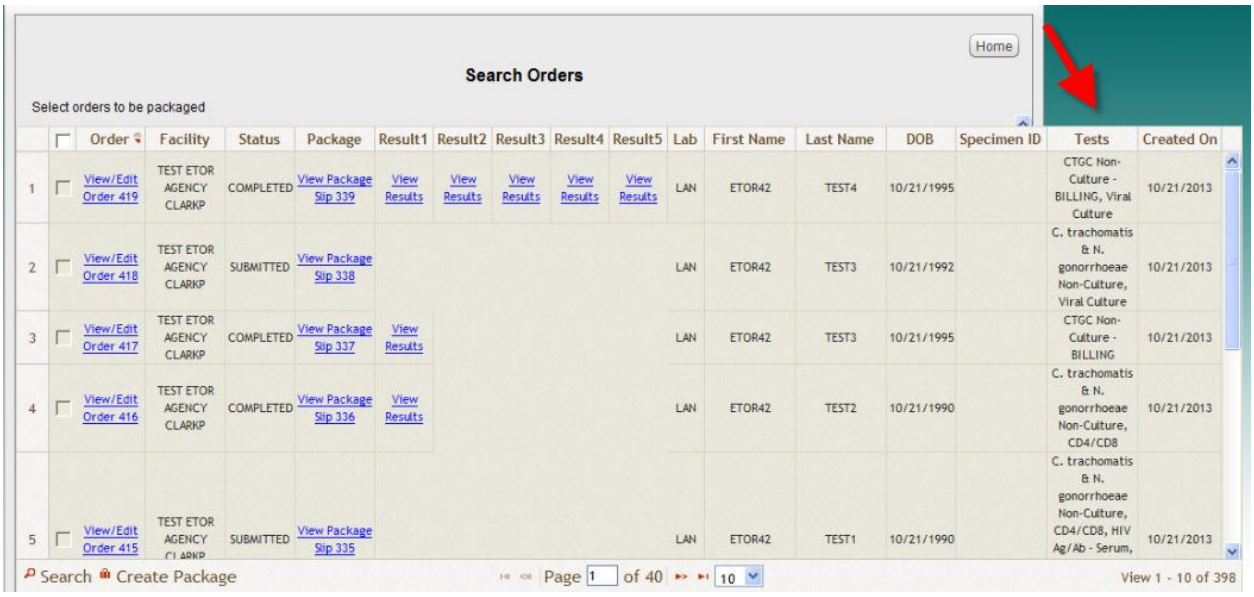
From this screen you can:

a) Edit test order **before** an order has been packaged
b) Records Per Page: Click the down arrow (highlight number of records per page)
c) Cycle through pages of the view
d) Search orders
e) See order status (See "The Life Cycle of a Sample in ETOR" section)
f) Sort selections: Click once to descend, click again to ascend the sort selection fields. (Date Created, Collection Date, Patient ID, etc.)
g) Select order(s) to be packaged – generating a package slip
h) View a package slip



		Order	Facility	Status	Package	Result	Lab	First Name	Last Name	DOB	Specimen ID	Tests	Created On
1		View/Edit Order 210	TEST ETOR AGENCY CLARKP	SUBMITTED	View Package Slip 168		LAN			03/01/2013	TEST001	C. trachomatis & N. gonorrhoeae Non-Culture	03/22/2013
2		View/Edit Order 208	TEST ETOR AGENCY CLARKP	RECEIVED	View Package Slip 166		LAN	SALLY	STITCHES	08/09/1967	STITCHES01	C. trachomatis & N. gonorrhoeae Non-Culture	03/05/2013
3		View/Edit Order 202	TEST ETOR AGENCY CLARKP	RECEIVED	View Package Slip 160		LAN	YAY	ELMO	01/01/1952	ELMO02	C. trachomatis & N. gonorrhoeae Non-Culture	01/30/2013
4		View/Edit Order 203	TEST ETOR AGENCY CLARKP	COMPLETED	View Package Slip 161	View Results	LAN	THADEUS	JONES	08/09/1955	8102	C. trachomatis & N. gonorrhoeae Non-Culture	02/06/2013
5		View/Edit Order 205	TEST ETOR AGENCY CLARKP	COMPLETED	View Package Slip 163	View Results	LAN	JOSHUA	SMITH	07/07/1947	8102	C. trachomatis & N. gonorrhoeae Non-Culture	02/08/2013
6		View/Edit Order 206	TEST ETOR AGENCY CLARKP	COMPLETED	View Package Slip 164	View Results	LAN	SHIRLEY	CAUSWELL	09/09/1957	2122	C. trachomatis & N. gonorrhoeae Non-Culture	02/11/2013
7		View/Edit Order 207	TEST ETOR AGENCY CLARKP	COMPLETED	View Package Slip 165	View Results	LAN	SPEEDY	GONZALEZ	02/14/1963	2323	C. trachomatis & N. gonorrhoeae Non-Culture	02/13/2013
8		View/Edit	TEST ETOR AGENCY	COMPLETED	View Package Slip	View Results	LAN	AL	SWARANGEN	01/01/1963	SWARANGEN_01	C. trachomatis & N. gonorrhoeae	12/07/2012

NOTE: If the Search/Package screen grid extends off the right side of the page (as shown below) the following can be done to correct this: If you are in Internet Explorer and you click on Tools, your "Compatibility View" should be unchecked. If it is already unchecked, then go to Tools, Compatibility View Settings, and make sure that the "Display intranet sites in Compatibility View" and "Display all websites in Compatibility View" are unchecked.



Editing Test Orders (Before Packaged)

To edit information for an order, click on the view/edit order #. This will return you to the Test Order screen for this sample. If it has not yet been packaged, you will be able to edit and save the information.

Packaging and Shipping Your Samples

Samples submitted to the MDCH Laboratory must comply with federal regulations to ensure testing accuracy. Therefore, all samples submitted to MDCH must adhere to federal packaging and labeling standards.

Be sure to observe these points when submitting your samples:

- For CT/GC, ship no more than 5-7 samples together in one package. For syphilis, HIV, and Hepatitis you may ship any number of samples per package. All requests must include the ETOR Packing Slip with its corresponding samples. ETOR calls each set of samples with an accompanying cover sheet a "package." You can include multiple packages together in a single shipment, but each package should be wrapped separately, with its corresponding Packing Slip sheet. REMEMBER: each individual CT/GC package should contain no more than 5-7 samples.

- Each tube must be labeled with the patient's name, unless it is an anonymous HIV tube. The name on the tube must exactly match the name on the ETOR coversheet. **Handwritten corrections to the cover sheet are not acceptable.** For anonymous HIV samples with no names, a unique identifier should be used rather than patient name. In this case, the unique identifier on the tube must exactly match the unique identifier on the cover sheet. **Samples where the tube and cover sheet do not match will be rejected.**

- Pre-paid CT/GC samples can be ordered through ETOR by including the pre-paid form in the shipping box with the samples. The only information needed to be hand written on these pre-paid forms is the patient name.

- If you find an error in the package before you click "Submit," you can edit the tests and fix the incorrect information. If you find an error after you submit the tests, you should re-enter the incorrect test(s), print a new cover sheet and email us (lims_help@michigan.gov, underscore between lims and help) with the package number that was in error, so we can clear it in the Laboratory System.

To Print a Packing Slip

A. Click: View Packing Slip #### (to view the packing slip of choice)
B. Right Click (anywhere on the packing slip) and click Print.

When the user clicks **Create Package**, a package is created the selected orders are marked as belonging to that package. Those orders are now eligible for electronic acknowledgement by the laboratory system and their status will change to reflect this.
At this point, a cover page will pop up displaying information about the created package. The cover page contains information including barcodes that the Laboratory will use when receiving the package.

Note that browsers with popup blocking software will prevent the cover page from appearing. If this occurs, you can also view the cover page by going to the Package Status screen (see below).

To prevent your browser from blocking the cover page from popping up, you can do one of the following options, depending on what browser and popup blocking software you are running:

- Disable your popup browser software
- Hold the Control key down when submitting the package
- In Internet Explorer, select Tools from the menu at the top of the screen, then choose Popup Blocker, then Popup Blocker Settings. Enter this site in the field "Address of Web site to allow."

At this time the Firefox browser is not capable of printing the barcodes. Please use an alternate browser to enable package slip printing.

Packing Slip for Package #168 - Mozilla Firefox
File Edit View History Bookmarks Tools Help
Application Portal
Packing Slip for Package #168
https://sson01.mdch.state.mi.us/etor/package/load?packageId=168
Google
Most Visited Getting Started Application Portal SSO - PROD - Applicat... SSO - TEST
ETOR Samples Package Slip
Date Printed: 04/17/2013
Package ID: 168
Sample Count: 1
Package Code:
Requested by:
TEST ETOR AGENCY CLARKP (113115)
3350 NORTH MARTIN LUTHER KING, JR. BLVD.
LANSING, MI 48911
Created By: DOEJ1111
ETOR Id: 210
Sample ID: TEST001
Name: , (03/01/2013)
Requested Tests:
2748 C. trachomatis & N. gonorrhoeae Non-Culture
PLEASE CHECK TO BE SURE ALL SAMPLES ON THE PRE-LOGGED LIST ARE IN THIS SHIPMENT — Thank you.

Looking Up Results

The Search/Package screen allows the user to find out whether the test has been released, and view or download the preliminary or final result report.

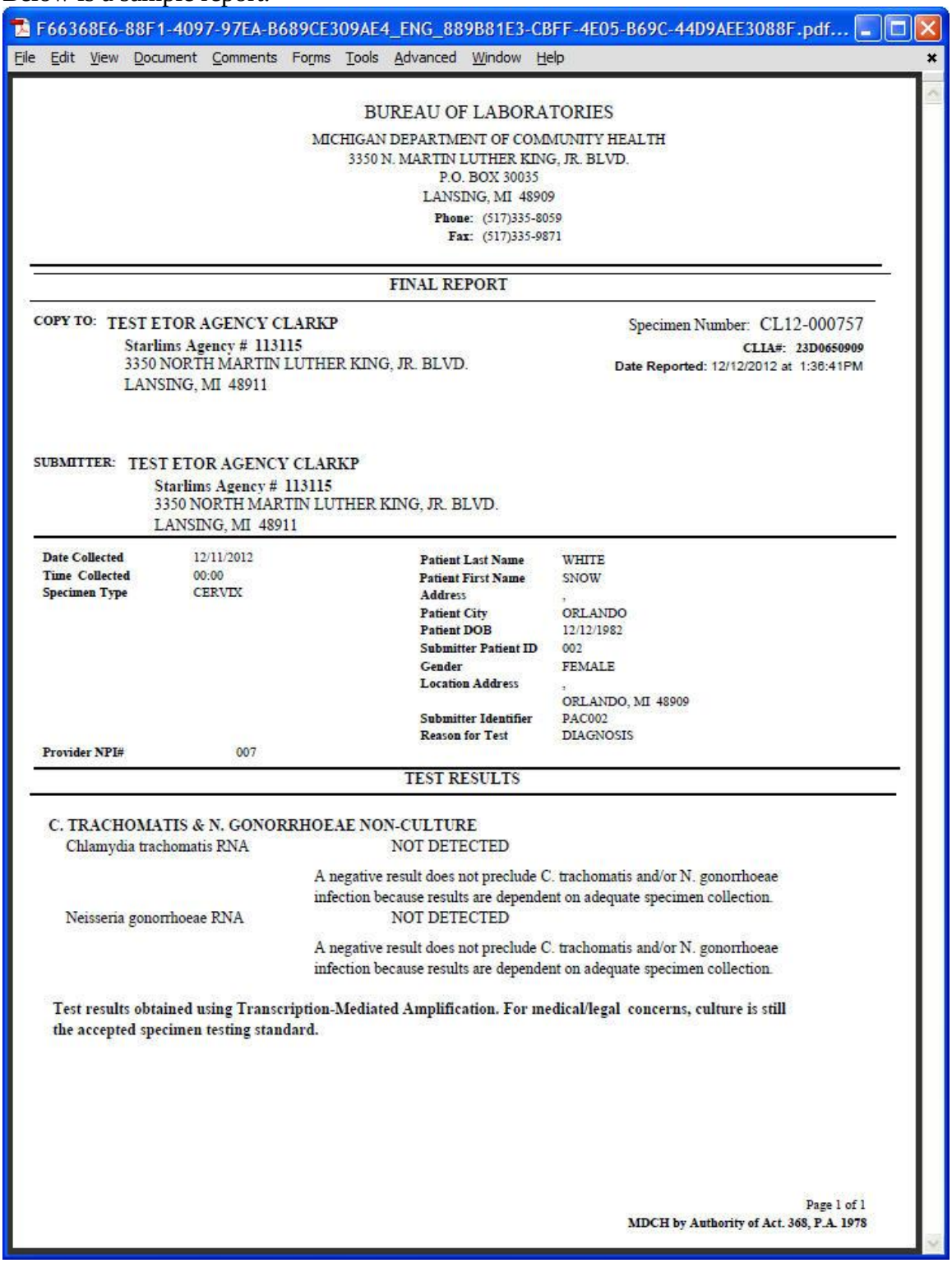
To look up a test submission, click the Search button on the lower left side of the screen. Select field(s) to search by. Enter data to search on – order number, package ID number, DOB, Specimen ID, etc. Once you have located your order, click the View Report link, and print or save the result PDF.

To view a result report, select the View Results link for that order. If there is no View Results link available, a report has not been associated with this sample. If the Status is COMPLETE or PRELIMINARY but no View Results link is available, contact the lims_help@michigan.gov team via email. Be sure to have the Subject line of your email start with "ETOR." Include the order number(s) affected and the date and time you are seeing the issue.

The number of reports displayed per page can be changed by using the "Records per Page option at the bottom. To navigate through additional reports per page select the numeric page menu at the bottom of the report list.

An Example of a Final Report

Below is a sample report.



F66368E6-88F1-4097-97EA-B689CE309AE4_ENG_889B81E3-CBFF-4E05-B69C-44D9AEE3088F.pdf...

File Edit View Document Comments Forms Tools Advanced Window Help

BUREAU OF LABORATORIES

MICHIGAN DEPARTMENT OF COMMUNITY HEALTH
3350 N. MARTIN LUTHER KING, JR. BLVD.
P.O. BOX 30035
LANSING, MI 48909
Phone: (517)335-8059
Fax: (517)335-9871

FINAL REPORT

COPY TO: TEST ETOR AGENCY CLARKP
Starlims Agency # 113115
3350 NORTH MARTIN LUTHER KING, JR. BLVD.
LANSING, MI 48911

Specimen Number: CL12-000757
CLIA#: 23D0650909
Date Reported: 12/12/2012 at 1:36:41PM

SUBMITTER: TEST ETOR AGENCY CLARKP
Starlims Agency # 113115
3350 NORTH MARTIN LUTHER KING, JR. BLVD.
LANSING, MI 48911

Date Collected	12/11/2012	**Patient Last Name**	WHITE
Time Collected	00:00	**Patient First Name**	SNOW
Specimen Type	CERVIX	**Address**	,
		Patient City	ORLANDO
		Patient DOB	12/12/1982
		Submitter Patient ID	002
		Gender	FEMALE
		Location Address	, ORLANDO, MI 48909
		Submitter Identifier	PAC002
		Reason for Test	DIAGNOSIS
Provider NPI#	007		

TEST RESULTS

C. TRACHOMATIS & N. GONORRHOEAE NON-CULTURE

Chlamydia trachomatis RNA — NOT DETECTED

A negative result does not preclude C. trachomatis and/or N. gonorrhoeae infection because results are dependent on adequate specimen collection.

Neisseria gonorrhoeae RNA — NOT DETECTED

A negative result does not preclude C. trachomatis and/or N. gonorrhoeae infection because results are dependent on adequate specimen collection.

Test results obtained using Transcription-Mediated Amplification. For medical/legal concerns, culture is still the accepted specimen testing standard.

Page 1 of 1
MDCH by Authority of Act. 368, P.A. 1978

Available Tests

The following tests are currently available in ETOR:

- C. trachomatis & N. gonorrhoeae Non-Culture
- Lead – Filter Paper
- Trichomonas vaginalis Non-Culture (Fee-for-service only)

Though other tests may be listed in the navigation bar, these other tests are being piloted and are not yet ready for use. Additional tests will be brought online soon.

Where to Get Help

If you need help while using ETOR, please contact the ETOR Application Help Desk:

By email: lims_help@michigan.gov

Notes

Notes